

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V615

**Subject: Compliance Recall 37M2 – Shift Lever Micro Switch
Certain 2011-2019 Model Year Volkswagen Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2011-2019 model year Volkswagen vehicles fail to conform to 49 CFR § 571.114 - Standard No. 114; *Theft protection and rollaway prevention*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Over time, a build-up of silicate on the shift lever micro switch contacts can result in an isolation-like layer that may be interpreted as an open micro switch. This open switch normally indicates that the shift lever is in "P" park position. If the build-up happens, it may be possible to remove the key from the ignition switch without the shift lever being in the "P" park position because the system is unable to recognize that the vehicle is not in "P" park. This makes the vehicle noncompliant with regulatory requirements.

If the ignition key is removed without the shift lever being in "P" Park position, there is a risk that the vehicle may roll away, resulting in a crash that could injure people and damage property.

What will we do?

To correct this noncompliance, your authorized Volkswagen dealer will install an additional switch and circuit board. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take

If this condition is present in the vehicle, an audible warning sound and failure message may appear in instrument cluster while the vehicle is in motion, due to the micro switch failure (a non-existent "P" Park shift lever position is incorrectly detected). If this happens, owners are advised to contact an authorized Volkswagen dealer immediately and make arrangements to have the vehicle inspected. Owners are advised to always set the parking brake and follow the parking instructions as described in the vehicle owner's manual before removing the ignition key.

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Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

Can we assist you further?

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection