

Part 573 Safety Recall Report

23V-604

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : AUG 30, 2023

NHTSA Recall No. : 23V-604

Manufacturer Recall No. : 28H7



Manufacturer Information :

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Population :

Number of potentially involved : 47,651

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 VOLKSWAGEN JETTA

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : 1) The vehicle population was determined by vehicle assembly records. Quality data identifies the issue in certain Volkswagen Jetta vehicles with a physical ignition switch manufactured from September 2018 to December 2019.

2) Vehicles not included in the recall: a) do not have a physical ignition switch, b) have technical differences and significantly lower incidence rates, or c) were manufactured outside the suspect production range.

JETTA: 47651

Production Dates : SEP 03, 2018 - DEC 21, 2019

VIN Range 1 : Begin : 3VWC57BU6KM074155 End : 3VWCB7BU6LM017531 Not sequential

Description of Defect :

Description of the Defect : In vehicles equipped with a conventional ignition switch, the polyfuse can fail, particularly when the vehicle is operated in high temperature environments.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the polyfuse fails, it can result in the engine stalling while driving and failure of the vehicle's electrical system, increasing the risk of a crash.

Description of the Cause : Root cause is still under investigation.

Identification of Any Warning that can Occur : If the recall issue is present, there are two (2) warnings that will appear in the instrument cluster: 1st: "Ignition switch off, safely stop the vehicle", 2nd: "Starter system faulty, please service vehicle" .

Involved Components :

Component Name 1 : Ignition switch

Component Description : Ignition switch

Component Part Number : 5Q1 905 865

Supplier Identification :

Component Manufacturer

Name : Volkswagen de Mexico

Address : Km. 116 Autopista Mexico-Puebla

Puebla Foreign States 72700

Country : Mexico

Chronology :

CW 05 - 10 /2023: In the course of routine field monitoring by VWGoA, an individual case of a failed ignition switch was escalated as a potential safety topic for the first time. On site vehicle analysis confirmed that the ignition switch failed. Further analysis started to better define the topic.

April 12, 2023: Based on a large number of field claims observed during ongoing field monitoring, VWGoA escalates topic to the Product Safety Committee.

April 2023 - August 2023: Analysis of topic conducted to identify possible root cause, potential population, and safety impact.

August 23, 2023: The Volkswagen Product Safety Committee decided a safety recall.

Volkswagen is aware of 2,654 warranty claims, dating between August 2019 and August 2023.

Description of Remedy :

Description of Remedy Program : The ignition switch will be replaced free of charge.
Volkswagen will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The remedy component can be distinguished from the recalled component because the remedy component comes from a different supplier.

Identify How/When Recall Condition was Corrected in Production : Vehicles produced after December 2019 exhibit significantly lower incidence rates. Volkswagen is still investigating to identify the root cause.

Recall Schedule :

Description of Recall Schedule : Dealers: On or before September 01, 2023 / Owners on or before October 27, 2023.

Planned Dealer Notification Date : SEP 01, 2023 - SEP 01, 2023

Planned Owner Notification Date : OCT 27, 2023 - OCT 27, 2023

* NR - Not Reported