

Part 573 Safety Recall Report

23V-604

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : DEC 01, 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 : 62,537

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

Vehicle 2 : 2019-2019 VOLKSWAGEN GOLF SPORTWAGEN

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, Golf 7 and Golf 7 Variant 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.

GOLF SPORTWAGEN: 3,150

ADDED 11/15/2023

Production Dates : OCT 16, 2018 - AUG 27, 2019

VIN Range 1 : Begin : 3VWT57AU8KM500039 End : 3VWY57AU5KM516723 Not sequential

Vehicle 3 : 2019-2020 VOLKSWAGEN GOLF GTI

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, Golf 7 and Golf 7 Variant 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.

GOLF GTI: 4,934

ADDED 11/15/2023

Production Dates : SEP 27, 2018 - DEC 20, 2019

VIN Range 1 : Begin : 3VW6T7AU8KM000837 End : 3VW5T7AU3LM004811 Not sequential

Vehicle 4 : 2019-2019 VOLKSWAGEN GOLF ALLTRACK

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, Golf 7 and Golf 7 Variant 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.

GOLF ALLTRACK: 4,024

ADDED 11/15/2023

Production Dates : OCT 16, 2018 - DEC 20, 2019

VIN Range 1 : Begin : 3VWH17AU4KM500041 End : 3VWM17AU6KM525117 Not sequential

Vehicle 5 : 2019-2019 VOLKSWAGEN GOLF

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, Golf 7 and Golf 7 Variant 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.

GOLF: 2,779

ADDED 11/15/2023

Production Dates : OCT 23, 2018 - OCT 31, 2019

VIN Range 1 : Begin : 3VWW57AU9KM000890 End : 3VWG57AU5KM038508 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 : Ignition switch might be deteriorated after years in service due to contamination with polymers when vehicle is predominantly exposed to high solar radiation and high temperatures.

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.

August 30, 2023: The Volkswagen Product Safety Committee decided a safety recall for Jetta for Colombia and Canada

September 1 - November 8, 2023, Further technical analysis in order to determine differences with Golf 7 and Golf 7 Variant.

November 08, 2023: The Volkswagen Product Safety Committee decided to include Golf 7 and Golf 7 Variant in the recall 28H7.

Volkswagen is aware of the following warranty claims: 2,968x in Jetta, 213x in Golf 7 and 143x in Golf Variant.

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