

# Part 573 Safety Recall Report

# 23V-604

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Submission Date :** NOV 15, 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