



# Safety Recall

## Code: 28H7

Subject Ignition Switch

Document History

Date	Summary
01/31/2024	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	GOLF	2,779
USA	2019	2019	GOLF ALLTRACK	4,024
USA	2019	2020	GOLF GTI	4,935
USA	2019	2019	GOLF SPORTWAGEN	3,150
USA	2019	2020	JETTA	47,651
CAN	2019	2020	JETTA	6,786

Check Campaigns/Actions screen in ELSA on the day of repair to verify that a VIN qualifies for repair under this action. ELSA is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

Problem Description

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

Corrective Action

Replace the ignition switch.

Code Visibility

On September 01, 2023, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in February 2024. Owner letter examples are included in this bulletin for your reference.

Additional Information

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL**

**New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle**

that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

**Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).

## Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
All	1	5Q1-905-865-A	SWITCH	UOL

**Parts Control Type:**  
**Upper Order Limit (UOL)**

Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.

**Initial Allocation:**  
**YES**

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.

**Repair Projection Tool:**  
**(right click to open)**



**NOTE**

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	28H7		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark SWITCH* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action  Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
<b>Criteria I.D.</b>	01		
	Replace ignition switch, Jetta		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2804 19 00	SEE ELSA	Ignition starter switch remove+reinstall
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5Q1905865A	SWITCH*

<b>Criteria I.D.</b>	02		
	Replace ignition switch, Golf variants		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2804 19 50	SEE ELSA	Ignition starter switch remove+reinstall
	7011 20 00	SEE ELSA	Steering column trim remove+reinstall
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5Q1905865A	SWITCH*

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 23V604

**Subject: Safety Recall 28H7 – Ignition Switch**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2020 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** In vehicles equipped with a conventional ignition switch, the polyfuse can fail, particularly when the vehicle is operated in high temperature environments. 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.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the ignition switch in your vehicle. 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 work, 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 work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**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](http://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](http://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

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2023-487

**Subject: Safety Recall 28H7 – Ignition Switch**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** In vehicles equipped with a conventional ignition switch, the polyfuse can fail, particularly when the vehicle is operated in high temperature environments. 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.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the ignition switch in your vehicle. 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 work, 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 work.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

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

## Repair Overview



- Replace ignition/starter switch.

### ! NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Required Tools



Scraper Set  
-VAS6845-  
(or equivalent)



Trim Removal Wedge  
-3409-  
(or equivalent)

## Repair Instruction


### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

**EXAMPLE**

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

#### **CRITICAL REPAIR STEP**

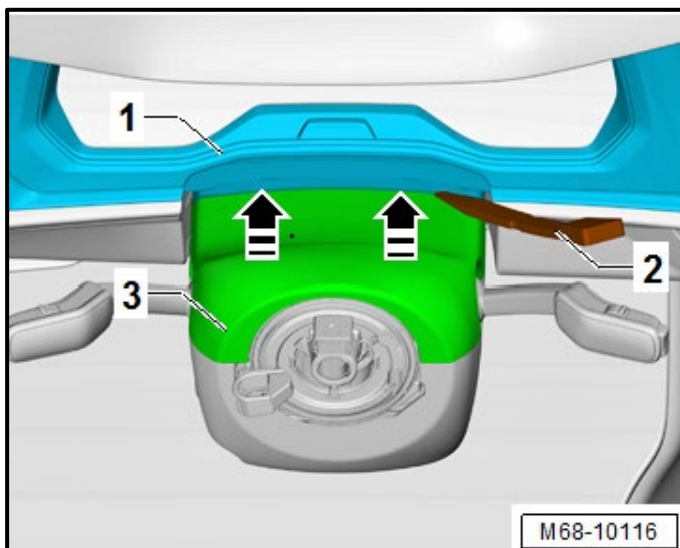


If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to section B**



## Section B – Steering Column Trim Disassembly

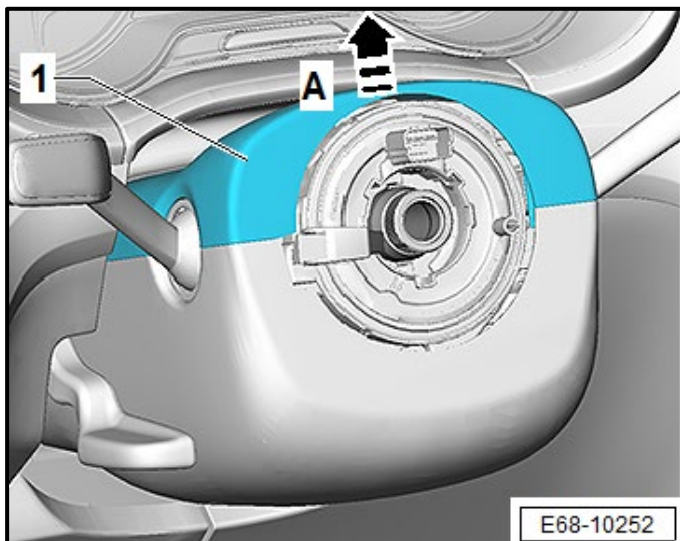


### Remove upper steering column trim panel, Jetta:

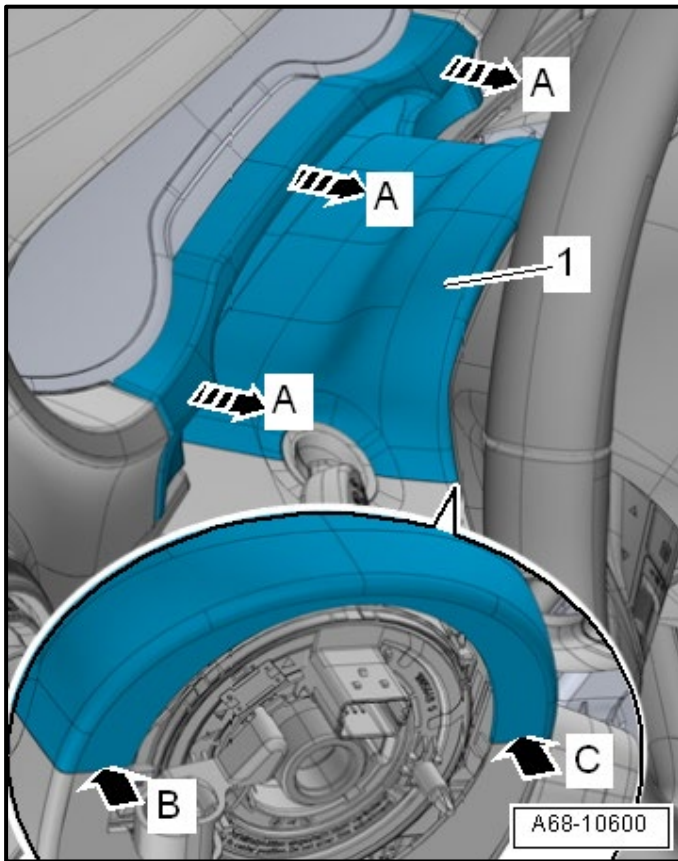
#### NOTE

The steering wheel is not removed during this repair.

- Unlock the steering column adjustment lever, adjusting it as far out and down, as it will go.
- Unclip the instrument cluster gap cover <1> using -VAS6845- <2> from the upper steering column trim panel <3> in the direction indicated <arrows>.



- Unclip the upper steering column trim panel <1> using -VAS6845-.
- Loosen the upper steering column trim panel <1> in the direction of the <arrow A>.
- Disengage the upper steering column trim panel <1> from the lower steering column trim panel and remove.

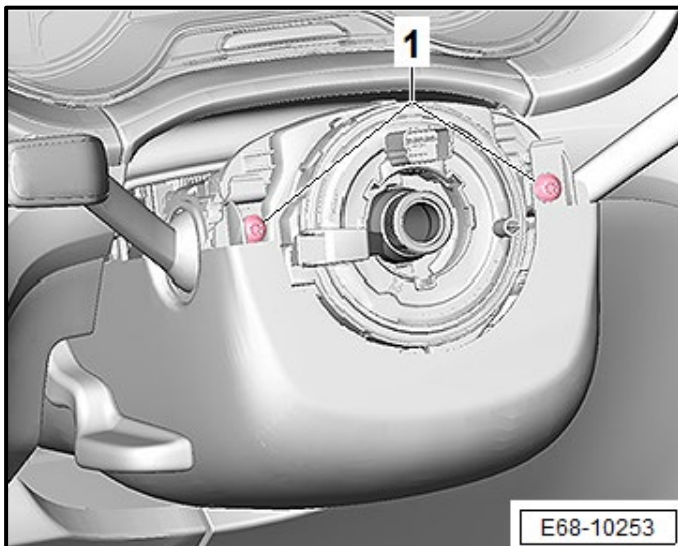


**Remove upper steering column trim panel, Golf variants:**

**NOTE**

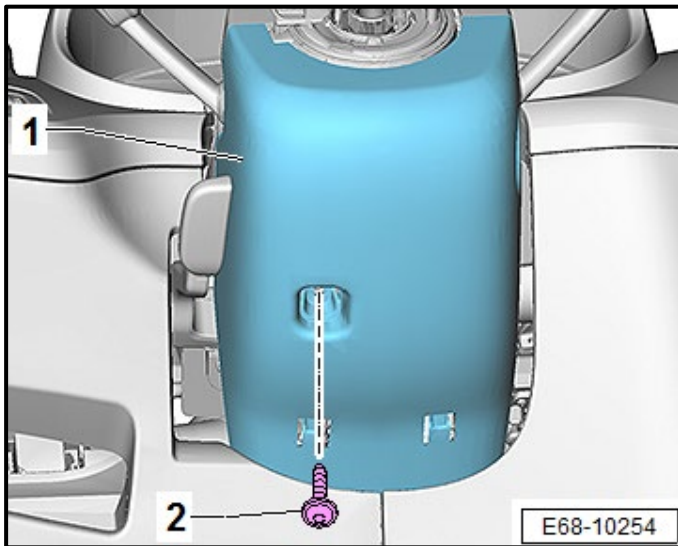
The steering wheel is not removed during this repair.

- Unlock the steering column adjustment lever, adjusting it as far out and down as it will go
- Loosen the instrument cluster gap cover from the mounts on the instrument cluster using the Trim Removal Wedge -3409- <A arrows>.
- Loosen the upper steering column trim panel <1> from the lower steering column trim panel mounts <arrow B> and <arrow C>. Turn the steering wheel as needed to access the trim mounts.
- Disengage the upper steering column trim panel <1> from the lower steering column trim panel and remove it with the gap cover.

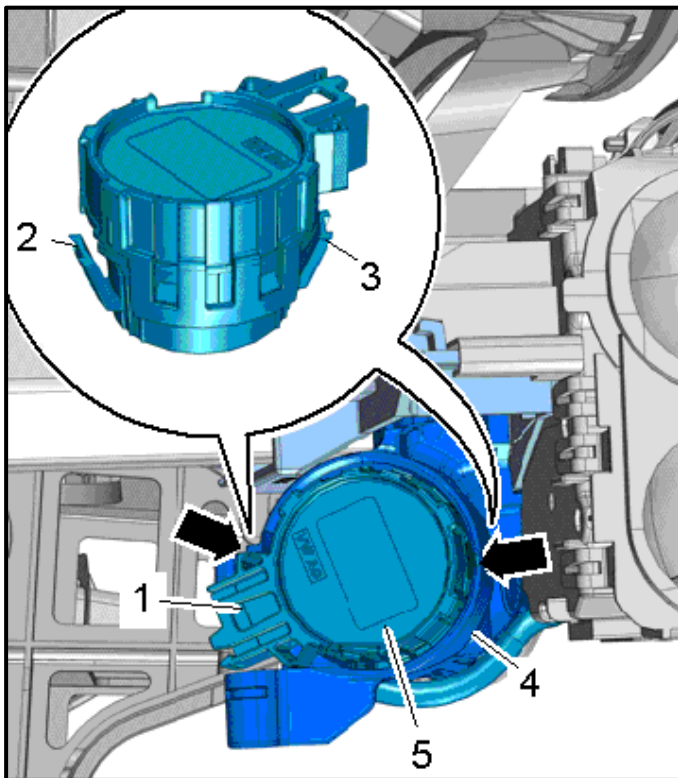


**Remove lower steering column trim panel, all vehicles:**

- Turn the steering wheel as needed to access the screws <1>.
- Remove the screws <1> from the lower steering column trim panel.



- Remove the bolt <2>.
- If equipped, disconnect any connectors and loosen any wiring harnesses from the trim panel.
- Remove trim panel <1>.



### Replace ignition/starter switch, all vehicles:

#### **⚠ CRITICAL REPAIR STEP**



**It is possible to install the new ignition switch incorrectly!**

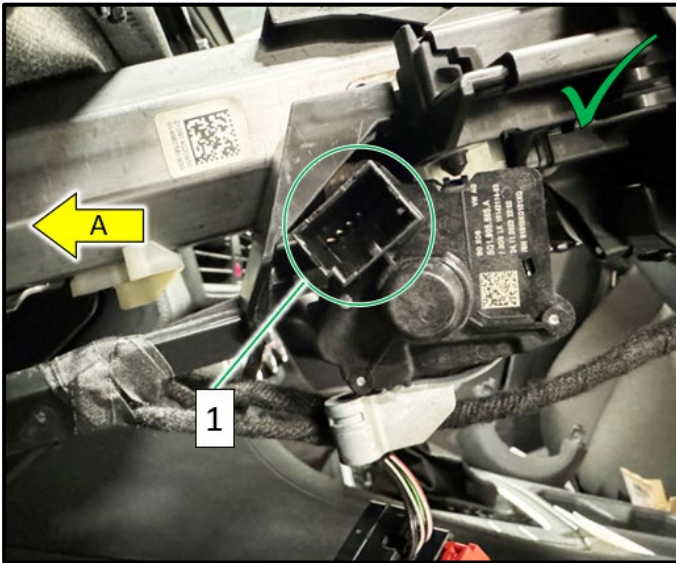
- See the examples below for switch orientation.
- Disconnect the connector <1>.
- Release the clips <2> and <3> by inserting a suitable screwdriver in the openings <arrows>.
- Remove the ignition/starter Switch <5> from the steering lock housing.
  - During removal, the screwdriver used must remain inserted.
- Replace the ignition/starter switch <5>.

#### **ⓘ NOTE**

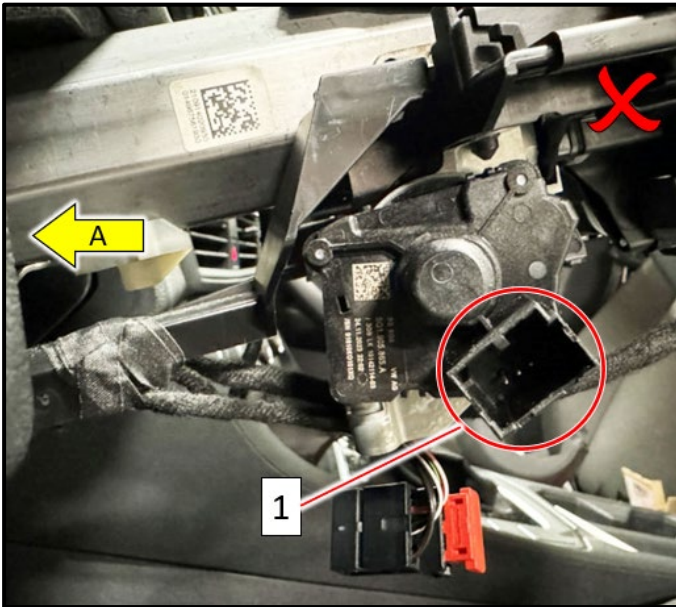
The clips <2> and <3> should audibly engage when the new switch is fully seated.

#### **ⓘ NOTE**

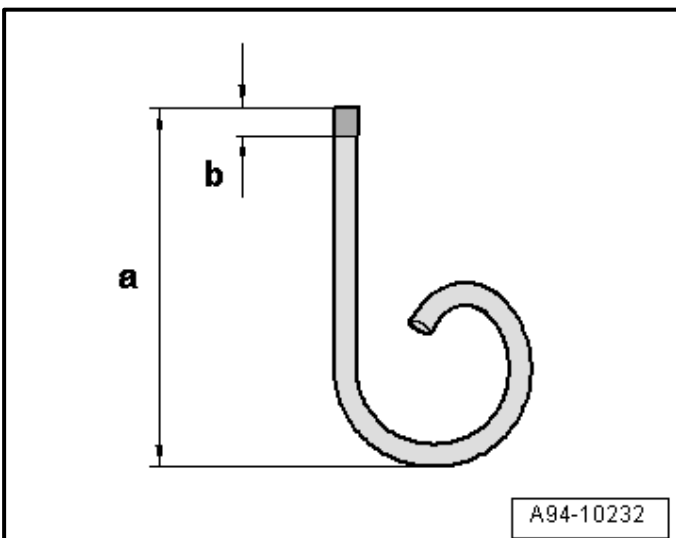
If there is not enough space to release the clips using a screwdriver, create a tool from two pieces of stiff wire or paper clips per the steps listed below.



- The ignition switch is installed correctly, note the position of the connector housing <1> and the direction of travel <arrow A>.



- The ignition switch is not installed correctly, note the position of the connector housing <1> and the direction of travel <arrow A>.



- Bend one end of the wire to form a 1 mm eye.
- Cut the wire down to the length <A>.
  - Dimension <A> = approximately 50 mm.
- File the end of the wire hook into a point.
  - Dimension <B> = 5 mm.

- Reassemble the vehicle in reverse order of removal while noting the following:
  - Torque lower steering column bolts to 2.5 Nm

**Proceed to section C**

## Section C – Campaign Completion Label

### Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



#### TIP

Ensure Campaign Completion Label does not cover any existing label(s).

### Proceed to Section D

## Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.