

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please call (800) 741-2919.



Safety Recall Circular

Code: N4/N400

Subject: 1998-2007 Jetta, 2001-2006 Jetta Wagon,
1998-2007 New Beetle, 2003-2007 New Beetle Convertible,
1999-2007 Golf/GTI, 2004 R32 and
2003-2005 Passat/Passat Wagon
Replace Brake Light Switch

REVISED

August 2008

Revision Summary

- Updated claiming information for towing under Goodwill

Problem Description

Volkswagen has found that the affected vehicles have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or remain on. Failure to provide the proper signal when braking could lead to a crash without warning.

Corrective Action

Replace the brake light switch.

VIN Ranges & Production Dates of Affected Vehicles

* Non-cruise vehicles built before October 2000 are not affected U.S.A.

* 1999-2005 Jetta (4th Generation)
3VW__9M_XM000337 – 3VW__9M_5M081487
Produced 05/1998 – 11/2004

2001-2005 Jetta Wagon (4th Generation)
WVW__1J_1W400019 – WVW__1J_5W070823
Produced 05/2001 – 03/2005

* 1998-2007 New Beetle
3VW__1C_WM000119 – 3VW__1C_7M508439
Produced 02/1998 – 11/2006

2003-2007 New Beetle Convertible
3VW__1Y_3M300081 – 3VW__1Y_7M406579
Produced 06/2002 – 11/2006

* 1999-2006 Golf/GTI (4th Generation)
WVW__1J_XW192101 – WVW__1J_1W210100
Produced 09/1998 – 07/2000

9BW__1J_14000017 – 9BW__1J_64045003
Produced 09/2000 – 07/2005

2004 R32
WVW__1J_4D004018 – WVW__1J_4D133617
Produced 10/2003 – 05/2004

2003-2005 Passat (Emden Plant)
WVW__3B_3E000194 – WVW__3B_5E163207
Produced 04/2002 – 04/2005

2003-2005 Passat/Passat Wagon (Mosel Plant)
WVW__3B_3P001110 – WVW__3B_5P060369
Produced 04/2002 – 11/2004

Canada

* 1998-2007 Jetta (4th Generation)
3VW__9M_WM900008 – 3VW__9M_5M072979
Produced 05/1998 – 10/2004

3VW__9M_7M600002 – 3VW__9M_7M623030
Produced 07/2006 – 11/2006

2003-2006 Jetta Wagon (4th Generation)
WVW__1J_3W000566 – WVW__1J_6W030324
Produced 05/2002 – 04/2006

* 1998-2007 New Beetle
3VW__1C_WM000066 – 3VW__1C_7M508392
Produced 02/1998 – 11/2006

2003-2007 New Beetle Convertible
3VW__1Y_3M300213 – 3VW__1Y_7M406552
Produced 08/2002 – 11/2006

* 1999-2007 Golf/GTI (4th Generation)
WVW__1J_XW192163 – WVW__1J_1W217264
Produced 09/1998 – 08/2000

9BW__1J_Y4005515 – 9BW__1J_64045005
Produced 03/2000 – 08/2005

9BW__1J_74000244 – 9BW__1J_74008523
Produced 06/2006 – 02/2007

2003-2005 Passat (Emden Plant)
WVW__3B_3E000289 – WVW__3B_5E174398
Produced 04/2002 – 04/2005

2003-2005 Passat/Passat Wagon (Mosel Plant)
WVW__3B_3P001382 – WVW__3B_5P060354
Produced 04/2002 – 11/2004

NOTE: Check El/saWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

Allocation Report of Affected Vehicles

Before the notification of Passat/Passat Wagon owners, dealers with additional affected vehicles will receive a report (in the Service Manager's package) containing the VIN, customer name and address data for Passat/Passat Wagon vehicles. Dealers will not receive a report if they have no additional affected vehicles.

NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you must limit the use of this report.

Parts Information and Allocation

You will receive a parts allocation for Passat vehicles only, before the Passat/Passat Wagon customers are notified. Parts will not be blocked, however, upper order limits will be in place. Thereafter, additional parts can be ordered through your facing PDC.

Owner Notification Mailing

Beginning August 24, 2007 Volkswagen will notify all known Passat/Passat Wagon owners of affected vehicles by first class mail using a staggered mailing approach. A sample copy of the owner letter is enclosed.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from the chart on the following page. The Applicable Criteria ID is shown in ElsaWeb. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Continue to next page

N4 Saga Claim Entry Procedure

Check in the system Service-Online, FISH (VSI), to determine whether the "N400" campaign is open.

Service No.: N400

Damage Code: 0099

Parts Manufacturer – Removed part: Please use the vendor code from the removed part. If no vendor code is available, then use K21

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 only if EITHER of the following are true:

VIN range is between 3VW_1C_WM000320 and 3VW__1C_2M429649, OR

VIN range is between 3VW_9M_XM000877 and 3VW_9M_2M096212

NOTE: If the system gives an error message when Criteria 01 is entered, enter Criteria 02 instead, as VIN is outside of the range identified in Criteria 01.

Criteria 02 if the VIN is outside of the range identified in Criteria 01.

Use one of the above applicable criteria to claim:

Check brake light switch style – 2-pin connector present or 4-pin connector (1C0 945 511A or 1C0 945 511A NAR) present; NO further work required

Repair operation: 0183 00 99 10 T.U.

OR

Replace brake light switch

Repair operation: 9436 19 99 40 T.U.

1 1C0 945 511A NAR Brake light switch

AND, if required

Check and clear DTC

Repair operation: 0150 99 99 10 T.U.

OR

CRITERIA 03 – Passat/Passat Wagon Models

Check brake light switch style – 2-pin connector present or 4-pin connector (1K2 945 511 NAR) present; NO further work required

Repair operation: 0183 00 99 10 T.U.

OR

Replace brake light switch

Repair operation: 9436 19 99 40 T.U.

1 1K2 945 511 NAR Brake light switch

AND, if required

Check and clear DTC

Repair operation: 0150 99 99 10 T.U.

There is NO reimbursement for Vehicle Wash or Loaner Vehicle!

Towing – See TOWING COVERAGE

If Customer refused repairs

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date

- If EPC or glow plug light is illuminated and there is a diagnostic trouble code (DTC) stored in the engine control module and the DTC is related to the brake light switch, connect the VAS 5051 or VAS 5052 to clear DTC
- Print DTC information and attach to repair order

TOWING GOODWILL COVERAGE

- Claim Type: 210
- Damage Code: 9436 00 40
- Labor Operation: TWNG1000
- Check Tow-in box
- *In Amount field submit actual TOWING cost*
- *In Comments field type the following: 100% N4 RECALL. CAR TOWED.*

Customer Letter Example (U.S.A.) - Passat/Passat Wagon

August 2007

Subject: Safety Recall N4
Replace Brake Light Switch

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2003-2005 model year Volkswagen Passat and Passat wagon vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or come on and stay on, even though the vehicle is parked. Failure to provide the proper signal when braking could lead to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will replace the brake light switch in your vehicle at no cost to you.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be 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.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, 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 replacement of the brake light switch, or if you have incurred towing expenses directly as a result of a brake light switch malfunction, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (N4)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298*

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., 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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

Customer Letter Example (CANADA) - Passat/Passat Wagon

August 2007

Subject: Safety Recall N4
Replace Brake Light Switch

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2003-2005 model year Volkswagen Passat and Passat wagon vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or come on and stay on, even though the vehicle is parked. Failure to provide the proper signal when braking could lead to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will replace the brake light switch in your vehicle at no cost to you.

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Attn: Customer CARE Center (N4)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298*

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. Thank you for driving a Volkswagen!

Sincerely,

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Customer Letter Example (U.S.A.) - Except Passat Models

April 2007

Subject: Safety Recall N4
Replace Brake Light Switch

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2001-2005 Jetta, 2001-2005 Jetta Wagon, 2001-2007 New Beetle, 2003-2007 New Beetle Convertible, 1999-2006 Golf/GTI, and 2004 R32. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or come on and stay on, even though the vehicle is parked. Failure to provide the proper signal when braking could lead to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, we will replace the brake light switch in your vehicle at no cost to you.

What We Would Like You To Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take less than one hour and will be 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.

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Customer Letter Example (Canada) - Except Passat Models

April 2007

Subject: Safety Recall N4
Replace Brake Light Switch

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 1998-2007 Jetta, 2003-2006 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, and 1999-2007 Golf/GTI vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles have a brake light switch that may malfunction. If this happens, the brake lights could become inoperative or come on and stay on, even though the vehicle is parked. Failure to provide the proper signal when braking could lead to a crash without warning.

What Will Volkswagen Do?

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*Volkswagen Canada Inc.
Attn: Customer CARE Center (N4)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298*

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

Parts:

Quantity	Part Number	Part Name
1	1C0 945 511A NAR	Brake Light Switch (all models <u>except</u> Passat)
1	1K2 945 511 NAR	Brake Light Switch (Passat/Passat Wagon models only)
	G 052 142 A2	Lubricant

Work Sequence

- If vehicle is not a Passat, go to Section A
- If vehicle is a Passat, go to Section D

Section A – Check Brake Light Switch Style



- Open driver's door and raise steering wheel to highest position
- Switch ignition to the "OFF" position and remove key
- ⇐ Using a flashlight, look through opening between steering column and trim panels and check brake light switch style and pin connector size -arrow-

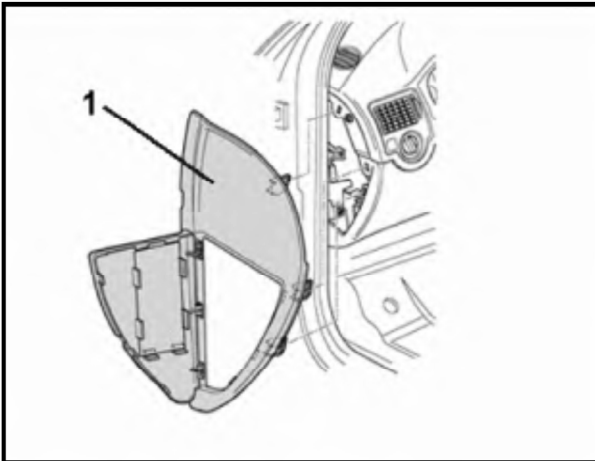


- ⇐ If brake light switch has 2-pin connector, no work required, reposition steering column
- ⇐ If old style (round or square end) brake light switch with 4-pin connector is in vehicle, go to Section B for all vehicles except New Beetle or Section C for New Beetle vehicles
- ⇐ If new style brake light switch with 4-pin connector (1C0 945 511A/NAR) is in vehicle, no work required, reposition steering column



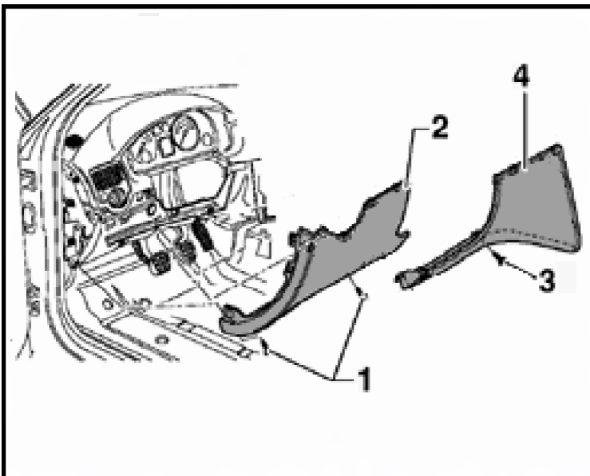
Tip: New style brake light switch could have been previously installed and should not be replaced

Section B – All Vehicles Except New Beetle –
Remove Trim and Cover Panel



 Tip: On some vehicles there may not be a cover panel, therefore dashboard end cover and trim panel removal may not be necessary

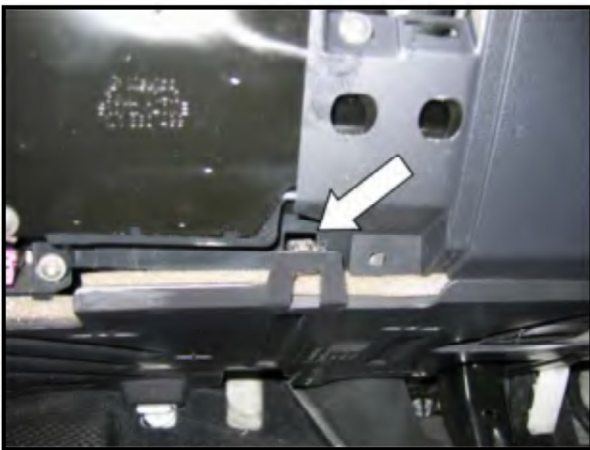
⇐ Remove dashboard end cover -1-



⇐ Remove (2) T15 Torx screws -1- and remove trim panel -2-

⇐ Remove (1) T15 Torx screw -3- at inner edge of trim panel -4-

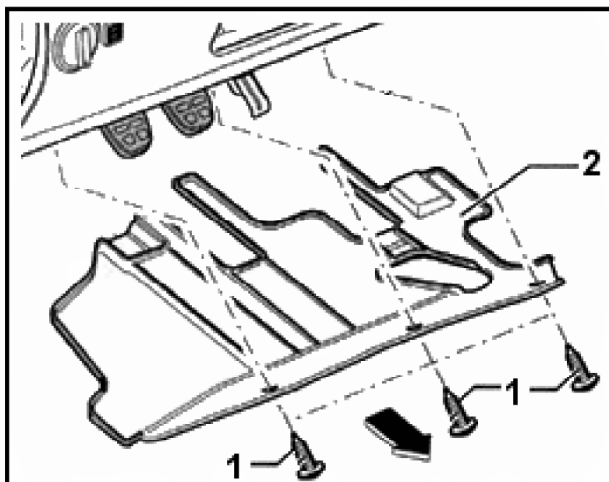
 Tip: Trim panel -4- does not need to be removed



⇐ Pry cover panel holding clip -arrow- out of slot in dash panel

- Remove cover from behind lower edge of right trim panel, and pull out of rear holding clips
- Go to Section E

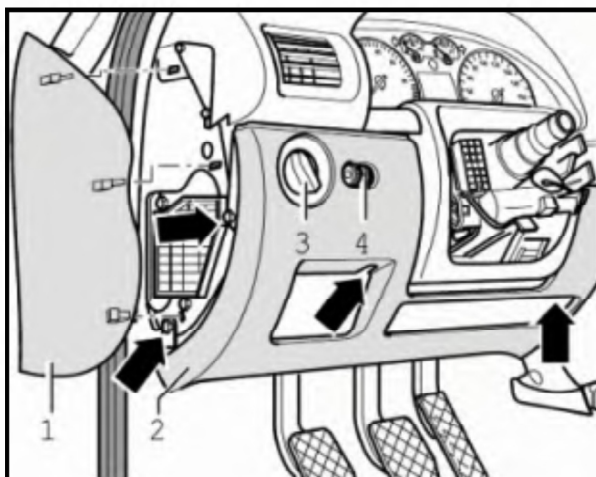
Section C – Remove New Beetle Cover Panel



Tip: On some vehicles, there may not be a cover panel

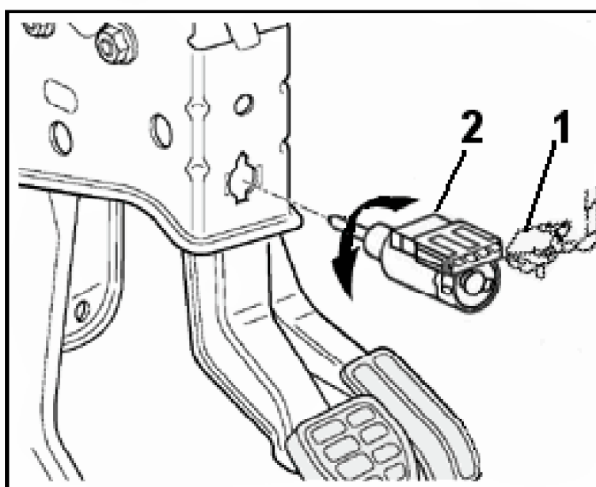
- ⇐ Remove 3 screws -1- securing cover -2- under dashboard on driver's side
- ⇐ Pull cover out of rear holding clips and remove
- Go to Section E

Section D – Remove Passat Lower Storage Panel

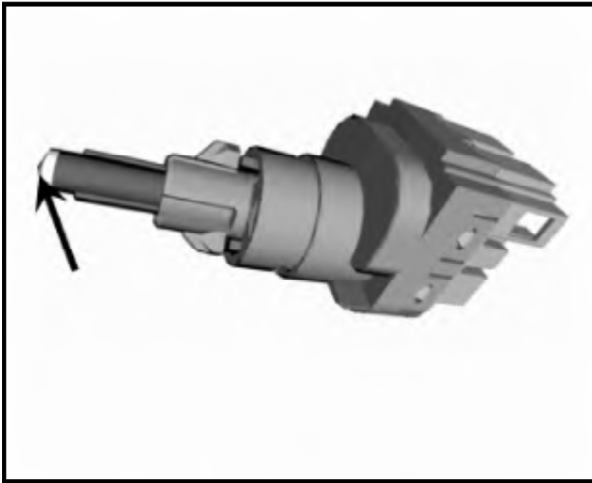


- ⇐ Unclip and remove fuse panel cover -1-
- Remove 4 screws -arrows-
- Carefully pull lower storage panel -2- rearward and out of upper and lower holding clips
- Disconnect electrical connectors -3- and -4-
- Go to Section E

Section E –Brake Light Switch Replacement and Reassembly



- ⇐ Disconnect connector -1- from brake light switch -2-
- Remove brake light switch by turning left (counterclockwise) and pulling it out of retainer mounting hole



- Obtain new brake light switch (1K2 945 511 NAR for Passat or 1C0 945 511A NAR for all other vehicles)



Note: DO NOT use 1C0 945 511A NAR brake light switch to repair Passat/Passat Wagon vehicles. Plunger length will impede proper functionality and brake lights may not work correctly.



Apply light coat of lubricant (G 052 142 A2) to end of plunger -arrow-



Tip: Lubricant must be applied to prevent premature wear of brake light switch plunger



Tip: New brake light switch can be installed multiple times



Note: Leave brake pedal in resting position. DO NOT depress or hold up brake pedal during switch installation



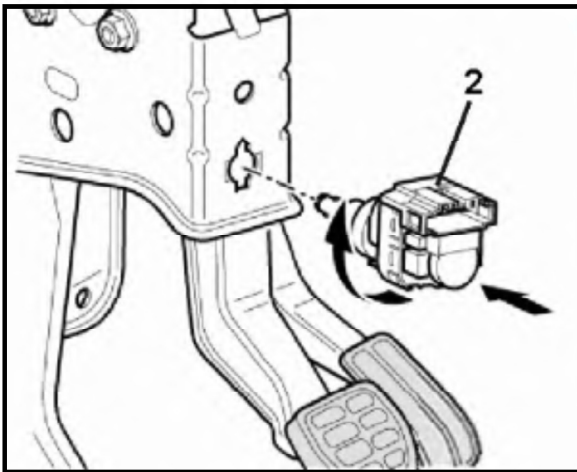
Slowly and carefully insert switch -2- fully into mounting hole (only fits into hole one way) pressing plunger against pedal to adjust plunger position

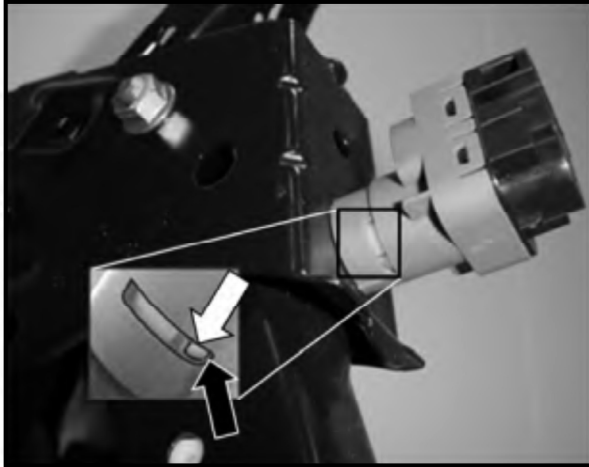


Secure switch and plunger position by slowly turning switch fully to the right (clockwise) approximately 45° to its stop



Note: A click should be heard when the switch is turned to the correct position. This action locks the plunger adjustment





- ⇐ Internal stop pin (white arrow) of brake light switch is fully seated at end of slot in outer shell (black arrow) when brake light switch is correctly installed
- Reconnect brake light switch connector and make certain connector is locked into brake light switch
- If EPC or glow plug light is illuminated, connect the VAS 5051 or VAS 5052 diagnostic tester and check for diagnostic trouble code (DTC) stored in the engine control module. If DTC is related to the brake light switch, print DTC information and clear DTC



Tip: Readiness code does not need to be created after clearing a DTC related to the brake light switch. It will be created during a short period of driving after the vehicle is returned to the customer

- Attach copy of DTC information to repair order



Note: Only DTCs related to the brake light switch malfunction are covered by this recall. Any other checking, diagnosis or repairs are not part of or covered under this recall

- Operate brake pedal to verify proper function and brake light activation
- Non-Passat vehicles: If removed, reinstall cover under dashboard and secure with 3 screws
- If removed, reinstall trim panel and dashboard end cover
- Passat vehicles: Reinstall lower storage panel, make certain it is inserted into holding clips and secure with 4 screws
- Destroy and properly dispose of removed part after claim has paid

WORK IS COMPLETE