



VOLKSWAGEN DEALERSHIP COMMUNICATION

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager
and Warranty Administrator

Name

Title

Subject: Upcoming Safety Recall
Safety Recall 40J2/S4

Product Department
Compliance

2006 - 2009 MY Volkswagen Jetta (5th Generation) Equipped with
a 2.0L TFSI Engine (147 kW) and DSG Transmission

May 26, 2009 Date

IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

Upcoming Safety Recall 40J2/S4

Safety Recall 40J2/S4

Volkswagen has notified the NHTSA and Transport Canada of an upcoming safety recall affecting some 2006-2009 model year Volkswagen Jetta (5th Generation) vehicles equipped with a 2.0L TFSI engine (147 kW) and DSG transmission.

What is the problem?

Fastening screw contact surfaces on the driveshaft cover plate may not have been manufactured to factory specifications. Because of this, some screws may not have been torqued properly during assembly and could loosen over time, causing a knocking sound when the vehicle is in motion. In rare cases, the driveshaft screws could loosen to the point where the driveshaft detaches from the gearbox. If the vehicle is moving when this happens, the detached driveshaft could cause damage the gearbox housing. A damaged gearbox housing could leak gearbox oil onto the street and create a risk of vehicle crash for both the driver and other motorists.

What will Volkswagen do?

Volkswagen will contact dealers who, according to our records, have affected vehicles in inventory with instructions for inspection, parts ordering and repair.

When will this repair be available?

When sufficient parts stock is available, dealers and owners of affected vehicle will be notified. Dealer notification is scheduled to take place on or about June 17, 2009, and customer notification is scheduled to take place on or about June 19, 2009.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

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.

Thank you for your assistance in this important matter. If you have any questions or require additional assistance, please contact the Campaign Helpline at 1-800-741-2919.

Volkswagen Product Compliance

IMPORTANT!

To ensure that ALL of your personnel are aware of this recall before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Frequently Asked Questions (FAQ) Safety Recall SAGA 40J2/S4

This FAQ is intended to provide supplementary information regarding this Safety Recall. For additional information, please refer to the Safety Recall circular that will be posted on ElsaWeb and on VWHub/ServiceNet.

■ What vehicles are affected?

Some 2006-2009 model year Volkswagen Jetta (5th Generation) vehicles equipped with a 2.0L TFSI engine (147 kW) and DSG transmission in the United States and Canada are affected by this recall.

■ What is the problem and what can happen?

Fastening screw contact surfaces on the driveshaft cover plate may not have been manufactured to factory specifications. Because of this, some screws may not have been torqued properly during assembly and could loosen over time, causing a knocking sound when the vehicle is in motion. In rare cases, the driveshaft screws could loosen to the point where the driveshaft detaches from the gearbox. If the vehicle is moving when this happens, the detached driveshaft could cause damage the gearbox housing. A damaged gearbox housing could leak gearbox oil onto the street and create a risk of vehicle crash for both the driver and other motorists.

■ Can I drive the vehicle until it is repaired?

Affected vehicles can continue to be driven as usual, but if a knocking sound is heard coming from beneath the vehicle when the vehicle is in motion, customers should have the vehicle inspected by an authorized Volkswagen dealer immediately.

■ How many vehicles are affected and when will customer notification begin?

There are approximately 25,600 affected vehicles in the United States and approximately 2,400 in Canada. Customer notification is scheduled to take place on or about June 19, 2009.

■ What exactly will be repaired on the vehicle?

Dealers will inspect the driveshaft screws on the affected vehicles and replace the screws if necessary.

■ Is a loaner vehicle being covered under this action?

A loaner vehicle will not be offered under this action. Dealers with customers needing alternate transportation should refer to the existing alternate transportation program.

■ Is towing being covered under this action?

Towing is not covered under this campaign.

■ Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.

■ When will this repair be available?

When sufficient parts stock is available, owners of affected vehicles will be notified. Pending parts availability, dealer notification will take place on or about June 17, 2009, and customer notification on or before June 19, 2009.