

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: **40J2**

Subject: 2006-2009 Jetta (5th Generation) and 2009 Jetta SportWagen with 2.0L TFSI Engine and DSG Transmission
Inspect and, if Necessary, Replace Driveshaft Screws

June 2009

Problem Description

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 to 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.

Corrective Action

Inspect and, if necessary, replace driveshaft screws.

VIN Range & Production Date of Affected Vehicles

U.S.A.

2006-2009 Jetta and 2009 Jetta SportWagen

3VW__1K_6M_618033 - 3VW__1K_9M_304337

Production date: June 15, 2005 – November 29, 2008

Canada

2006-2009 Jetta

3VW__1K_6M_618033 - 3VW__1K_9M_304337

Production date: June 15, 2005 – November 29, 2008

NOTE: Check ElsaWeb 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 & VIM System

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the VIN, customer name, city, state and zip code. Dealers will not receive a report if they have no affected vehicles. Additionally, dealers can use the VIM system to check for affected inventory vehicles.

Parts Information and Allocation

Although there are only a small number of vehicles expected to need driveshaft screw replacement, parts will be allocated for this action. Ensure that these parts are inventoried in a secure manner and are used ONLY for this campaign.

If you have exhausted your allocated parts for vehicles affected by this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@vw.com. If you have questions regarding parts please contact the Parts Helpline at 800-767-6552.

Parts Return ONLY FOR REPLACED Driveshafts

The SAGA system will **not** generate a parts return sheet or barcode for this campaign. Attach a copy of the repair order for removed driveshaft **which must include removed screws and bedplate**, and ship according to the applicable Volkswagen instructions below.

USA Dealers: Prior to shipping the part(s) from your dealership, the form on P. 13 **must** be filled out completely to provide the necessary information for receipt of the part(s) at the Warranty Parts Return Center.

IMPORTANT!

When returning parts under this action, *do not* include any other items you need to send to the Warranty Parts Return Center with your shipment. Unrelated items shipped with returned driveshafts *will not be acknowledged or returned.*

USA Dealers ship to:

Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

CANADA Dealers:

Follow the normal parts return process
Please include the campaign identification:
40J2/S4 Parts Return

Owner Notification Mailing

On or about June 24, 2009 Volkswagen will notify all known owners of affected vehicles by first class mail. A sample of the owner letter is enclosed.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2009 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from one of the charts below. **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.

Saga Claim Entry Procedure

FOR DRIVESHAFT SCREW REPLACEMENT

Check ElsaWeb to determine whether the "40J2" campaign is open.

Service No.: 40J2

Damage Code: 0099

Parts Manufacturer: Use vendor code **3ME**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Inspect driveshaft screws on both sides; no further work required

Repair operation: 0183 00 99 50 T.U.

OR

Criteria I.D. 01 Inspect driveshaft screws; replace screws and plate on one side

Repair operation: 4044 19 99 60 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
6	N 909 911 02	Driveshaft screw
3	1K0 407 357D	Plate

OR

Criteria I.D. 01 Inspect driveshaft screws; replace screws and plate on both sides

Repair operation: 4044 20 99 70 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
12	N 909 911 02	Driveshaft screw
6	1K0 407 357D	Plate

There is NO reimbursement for Vehicle Wash or Loaner.

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.

Saga Claim Entry Procedure (cont'd) FOR DRIVESHAFT REPLACEMENT

Check ElsaWeb to determine whether the "40J2" campaign is open.

Service No.: 40J2

Damage Code: 0099

Parts Manufacturer: Use vendor code 3ME

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 ONE SIDE – Inspect & replace driveshaft

Repair operation: 4041 19 99 90 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
1	1K0 407 451TX	(OR ONLY IF TX is not available 1K0 407 271EE) Driveshaft (left side)
or		
1	1K0 407 454NX	(OR ONLY IF NX is not available 1K0 407 272KJ) Driveshaft (right side)
and		
1	WHT 002 795	Wheel hub bolt
3	N 103 32002	Ball joint nut
6	N 909 91102	Driveshaft screw
3	1K0 407 357D	Plate

OR

Criteria I.D. 01 BOTH SIDES - Inspect & replace driveshaft

Repair operation: 4041 20 99 130 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
1	1K0 407 451TX	(OR ONLY IF TX is not available 1K0 407 271EE) Driveshaft (left side)
and		
1	1K0 407 454NX	(OR ONLY IF NX is not available 1K0 407 272KJ) Driveshaft (right side)
and		
2	WHT 002 795	Wheel hub bolt
6	N 103 32002	Ball joint nut
12	N 909 91102	Driveshaft screw
6	1K0 407 357D	Plate

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