

# VOLKSWAGEN of America, Inc.

  
Product Compliance  
3800 Hamlin Road  
Auburn Hills, MI 48326  
Phone: 1 (248) 754-5000  
Fax: 1 (248) 754-5093

August 23, 2007

Ms. Patricia Wallace  
Recall Analyst for Safety Assurance  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
U.S. Department of Transportation  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

**Subject: Update to Recall Campaign N4 (07V-063) and  
Recall Campaign N8 (07V-284)**

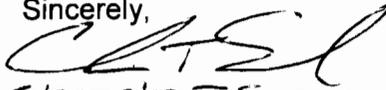
Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications for updated recall campaign N4 (07V-063) and recall campaign N8 (07V-284):

- Dealer Notification
- Customer Notification
- Work Procedure
- Accounting Procedure
- FAQ

If you have any questions or require additional information please contact Chris Sandvig at 248-754-5563 or Maria Cotter at (248) 754-4856.

Sincerely,

  
CHRISTOPHER T. SANDVIG  
For:

John Maddox  
Product Compliance Officer

Enclosures



## VOLKSWAGEN DEALERSHIP COMMUNICATION

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

Name

Title

Subject: Revisions to Safety Recall N4  
(Brake Light Switch)

Product Compliance Department

August 2007 Date

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION REVISIONS TO SAFETY RECALL N4

This is to inform you that Safety Recall N4 has been revised as follows:

#### **Passat and Passat Wagon Added with Unique Brake Light Switch Repair Part Number (1K2 945 511 NAR)**

- Safety Recall N4 is now active for 2003-2005 model year fifth generation Passat and Passat Wagons equipped with brake light switch part number 3B0 945 511 \_.
- Work procedure and claiming instructions for the additional affected vehicles have been added to the N4 safety recall circular.
- **Please note that brake light switch, part number 1K2 945 511 NAR must be used to repair these vehicles.** Due to the length of the plunger, brake light switch 1C0 945 511 A NAR will not function properly in Passat/Passat wagons, and the vehicle's brake lights may not work correctly. **DO NOT** use the 1C0 945 511 A NAR brake light switch to repair affected Passat/Passat wagons.

#### **New Allocation Lists for Safety Recall N4**

- Each dealership will receive, along with the Service Manager's notification letter, an updated Passat allocation list unique to their dealership.
- As always, 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.

#### **Additional Updates to N4 Work Procedure**

- Because the readiness code automatically sets itself after several engine cycles when a brake light switch-related DTC is cleared, setting the readiness code is no longer required for a brake light switch installation. Accordingly, it has been removed from the N4 work procedure. This mirrors the same change that has been made to the Service Repair Manual in ELSA Web.
- 10 TU have been added to clear a brake light switch-related DTC only, which itself is only necessary if the EPC or glow plug light is on when the vehicle is presented for service.
- DTCs relating to other repairs or emissions components (including time to set the readiness code after those DTCs are cleared) are not part of the N4 campaign.

### **Updated N4 Claiming Instructions**

As a reminder, Federal law prohibits any person from knowingly selling, or offering for sale, any motor vehicle that either contains a defect related to motor vehicle safety or does not comply with applicable motor vehicle safety standards prescribed under Chapter 301 ("Motor Vehicle Safety") of Title 49, United States Code. Immediately upon completion of the repair, enter the claim into the system. Claims will only be paid for vehicles that have this recall open in ElsaWeb on the day of the repair.

#### ***WIN System Dealers***

- Effective immediately, the **N4 13** damage code is no longer valid for claims with a repair date after **August 24, 2007**.
- Also effective immediately, the **N4 14** damage code has been activated. This damage code will allow dealers to claim a brake light switch replacement as well as time to clear only a brake-light switch related DTC.
- Additionally, damage codes **N4 15** and **N4 16** have been activated for the added Passat vehicles.

#### ***SAGA Dealers***

- SAGA claiming instructions for all affected vehicles have been added to the campaign circular.

### **What We Would Like You To Do**

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 with campaign-related responsibilities, including sales personnel, service writers, technicians, parts employees, warranty administrators, etc.

Please refer to the REVISED Safety Recall N4 circular dated August 2007 that will be posted on ElsaWeb for additional information and details. Dealers with additional questions about this campaign should contact the Campaign Helpline at 1-800-741-2919.

### **Volkswagen Product Compliance**

## Frequently Asked Questions (FAQ) Safety Recall N4 - August 2007

This FAQ is intended to provide supplementary information regarding the N4 Safety Recall. For additional information, please refer to the REVISED N4 Safety Recall circular that will be posted on ElsaWeb and on VWHub/ServiceNet.

### ■ What vehicles are affected by this recall in the USA?

**USA:** \* All 4<sup>th</sup> generation 1999-2005 Jetta, 2001-2005 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, 1999-2006 Golf/GTI, and 2004 R32. **IMPORTANT! Vehicles without cruise control produced prior to October 2000 are not affected by this action because they use a different brake light switch that is not affected by this recall.**

Also, 2003-2005 fifth generation Passat and Passat wagons equipped with brake light switch part number 3B0 945 511 \_\_\_ have been added to this recall. These Passat vehicles utilize a different switch than the other affected vehicles.

### ■ What vehicles are affected by this recall in Canada?

**CANADA:** \* All 4<sup>th</sup> generation 1998-2007 Jetta, 2003-2006 Jetta Wagon, 1998-2007 New Beetle, 2003-2007 New Beetle Convertible, and 1999-2007 Golf/GTI. **IMPORTANT! Vehicles without cruise control produced prior to October 2000 are not affected by this action because they use a different brake light switch that is not affected by this recall.**

Also, 2003-2005 fifth generation Passat and Passat wagons equipped with brake light switch part number 3B0 945 511 \_\_\_ have been added to this recall. These Passat vehicles utilize a different switch than the other affected vehicles.

### ■ What is the problem?

The affected vehicles may contain a brake light switch that may malfunction.

### ■ What can happen?

If this happens, the brake lights could become inoperative or come on and stay on. Failure to provide the proper signal when braking could lead to a crash without warning.

### ■ Can I drive the vehicle until it is repaired?

Affected vehicles can continue to be driven as usual, but if the vehicle experiences a brake light switch malfunction, motorists should contact without delay an authorized Volkswagen dealer to make an appointment for service.

### ■ Is the cost of the repair covered by Volkswagen?

Yes. This repair is available at no cost to customers affected by this recall.

### ■ What are some symptoms of a malfunctioning brake light switch?

A vehicle with a malfunctioning brake light switch may:

- have inoperative (or intermittently inoperative) brake lights
- be unable to shift out of PARK (for automatic transmissions)
- have brake lights that come on and stay on, even when the vehicle is turned off

### ■ What exactly will be repaired on the vehicle?

An improved brake light switch will be installed in the vehicle.

■ **How long does the repair take?**

The repair takes less than one hour to complete, but additional time may be needed for preparation of the repair, as well as to accommodate the daily workshop schedule.

■ **Can brake light switch (part number 1C0 945 511A NAR) be used to repair the affected Passat vehicles?**

**No.** Due to the length of the plunger, brake light switch 1C0 945 511 A NAR will **not** function properly in Passat/Passat wagons, and the vehicle's brake lights may not work correctly. **DO NOT** use the 1C0 945 511 A NAR brake light switch to repair affected Passat/Passat wagons. **The correct part number to use for the affected Passat and Passat Wagon vehicles is 1K2 945 511 NAR.**

■ **Is a loaner vehicle being covered under this action?**

A loaner vehicle is not required since the repair takes less than one hour to complete.

■ **Is towing being covered under this action?**

Yes, towing is covered if it was necessary due to a brake light switch malfunction.

Dealers should review the towing coverage information found in the N4 Safety Recall campaign circular for additional details. Customers who have incurred out-of-pocket towing expenses related to a brake light switch malfunction are eligible for reimbursement consideration under goodwill through Volkswagen Customer CARE.

■ **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.

**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**

**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 2007

**Revision Summary - Additional Vehicles**

- Model years 2003–2005 Passat/Passat Wagon vehicles have been included
- Work procedure revised to include Passat/Passat Wagon vehicles
- Readiness code removed from work procedure as it automatically sets itself after several engine cycles when a brake light switch-related DTC is cleared

**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 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.

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. ©2007 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

**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 correct code listed below. 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.

- 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
- Print DTC information and attach to repair order

**TOWING GOODWILL COVERAGE**

- **Claim Type: W5**
- **Damage Code: N4CS 11 000 1**
- **In the Sublet Labor field of the W5 claim, the dollar amount should equal the actual towing cost incurred.**
- **In the Comments field of the W5 claim, type the following: 100% N4 RECALL. CAR TOWED.**

Damage Code	Time Units	Work Scope
N4 11	10 T.U.	<b>ALL MODELS</b> - Check brake light switch style – 2-pin connector present <u>or</u> 4-pin connector (1C0 945 511A or 1C0 945 511A NAR or 1K2 945 511 NAR) present; NO further work required
N4 12	40 T.U.	<b>ALL MODELS, EXCEPT PASSAT</b> - Replace brake light switch 1 1C0 945 511A NAR Brake light switch
N4 14	50 T.U.	<b>ALL MODELS, EXCEPT PASSAT</b> - Replace brake light switch; check and clear BLS-related DTC 1 1C0 945 511A NAR Brake light switch
N4 15	40 T.U.	<b>PASSAT/PASSAT WAGON MODELS</b> - Replace brake light switch 1 1K2 945 511 NAR Brake light switch
N4 16	50 T.U.	<b>PASSAT/PASSAT WAGON MODELS</b> - Replace brake light switch; check and clear BLS-related DTC 1 1K2 945 511 NAR Brake light switch
N4 20	0 T.U.	- Customer refused repairs
<p><i>There is NO reimbursement for Vehicle Wash or Loaner Vehicle. The system will enter part and labor applicable to the codes above. Towing – See TOWING COVERAGE</i></p>		
<b>SUB LABOR</b>		<b>SUB PARTS</b>
\$0.00		\$0.00

The 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. ©2007 Volkswagen of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

## N4 Saga Claim Entry Procedure

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 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 88**
- **Labor Operation: TWNG1000**
- **In Amount field submit actual TOWING cost**
- **In Comments field type the following: 100% N4 RECALL. CAR TOWED.**

### **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

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## 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.

### **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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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

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

April 2007

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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

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### **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.

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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 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.

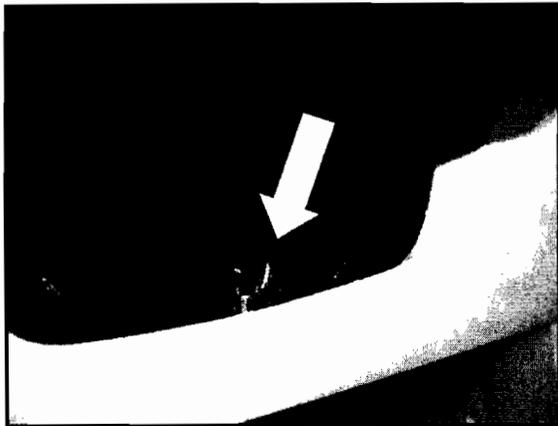
**Parts:**

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

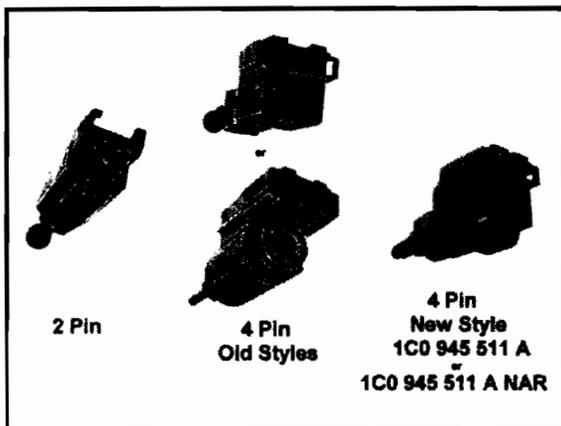
**Work Sequence**

- 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**



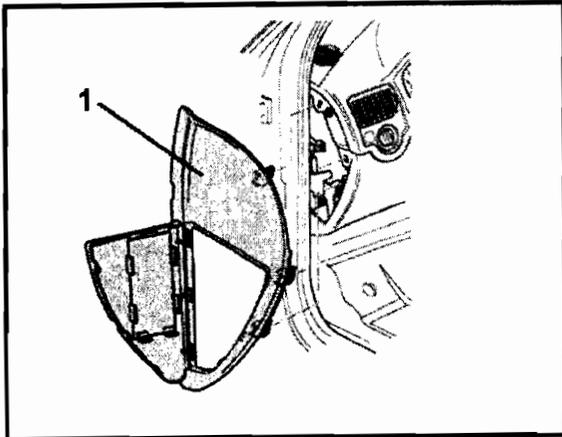
- Open driver's door and raise steering wheel to highest position
- Switch ignition to the "OFF" position and remove key
- ⇐ Using a flashlight, look through opening between steering column and trim panels and check brake light switch style and pin connector size -arrow-



- ⇐ 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

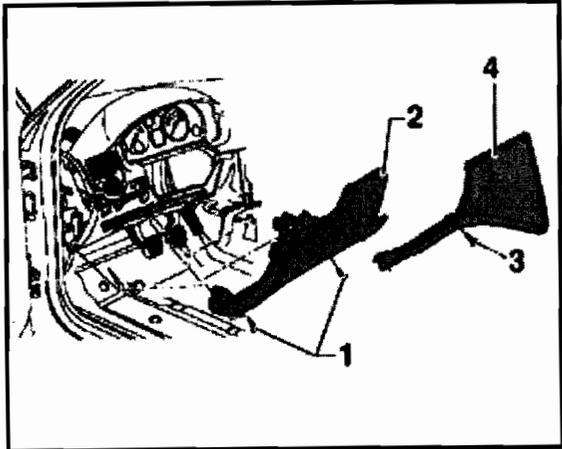
 **Tip:** New style brake light switch could have been previously installed and should **not** be replaced

## 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

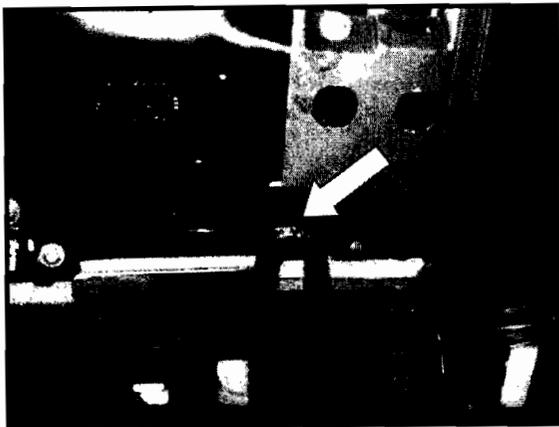
⇐ Remove dashboard end cover -1-



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

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

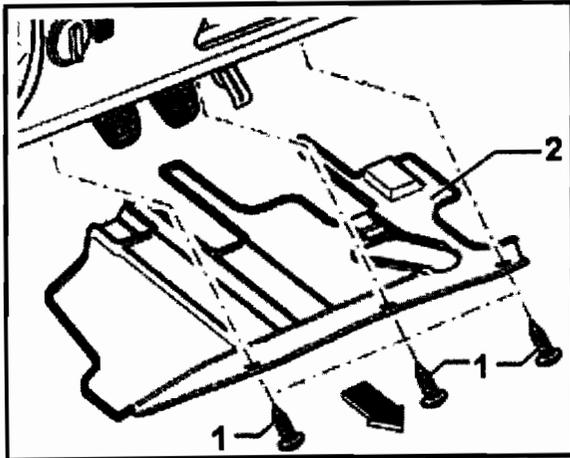
 Tip: Trim panel -4- does not need to be removed



⇐ 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**

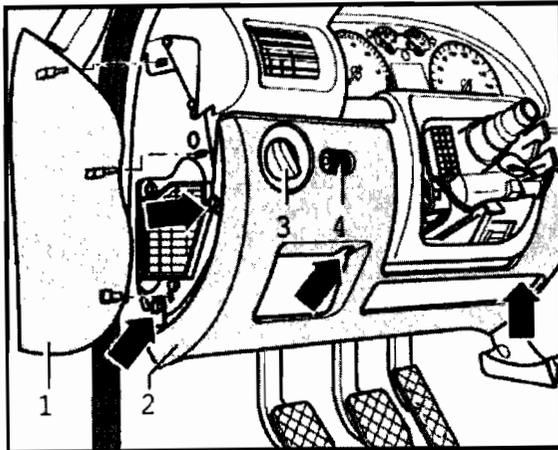
### Section C – Remove New Beetle Cover Panel



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

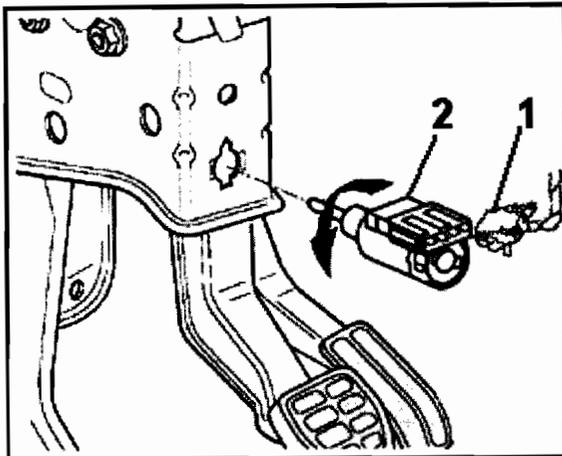
- ⇐ Remove 3 screws -1- securing cover -2- under dashboard on driver's side
- ⇐ Pull cover out of rear holding clips and remove
- Go to Section E

### Section D – Remove Passat Lower Storage Panel

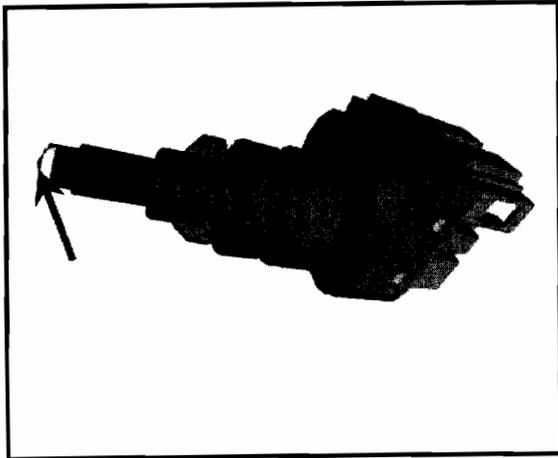


- ⇐ Unclip and remove fuse panel cover -1-
- Remove 4 screws -arrows-
- Carefully pull lower storage panel -2- rearward and out of upper and lower holding clips
- Disconnect electrical connectors -3- and -4-
- Go to Section E

### 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



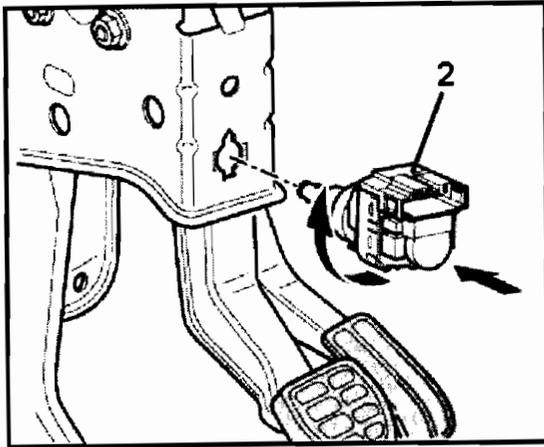
- Obtain new brake light switch (1K2 945 511 NAR for Passat or 1C0 945 511A NAR for all other vehicles)

● 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

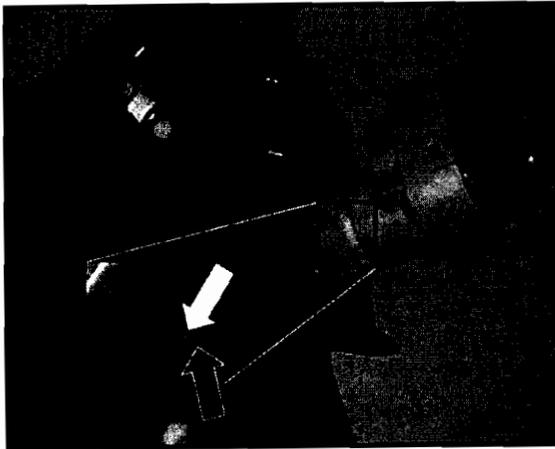


● Note: Leave brake pedal in resting position. **DO NOT** depress or hold up brake pedal during switch installation

- ⇐ **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**