

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 contact Warranty.**



Safety Recall Circular

Code: 97V3

Subject: 2011 Jetta Sedan (6th Generation)
Converter Box Wiring

March 2011

Problem Description

The affected Jetta Sedan (6th Generation) vehicles have an electrical wiring and fuse layout where the converter box is protected by the same fuse used by the signal horn and the anti-theft alarm system. If the fuse is blown (e.g. in case of an electrical short in the horn), the converter box is disconnected from the power supply which, in turn, shuts off applications such as the engine management system, lighting system, and wipers. Should this happen while the vehicle is being driven, the engine could stall, or the headlights or wipers could turn off unexpectedly, potentially leading to a crash without warning.

Corrective Action

Dealers will separate the wiring for the horn and the theft protection horn from the power supply of the converter box and route the wires to separate fuses to correct this condition.

VIN Ranges & Production Dates

NOTE:

- *ElsaWeb is the only valid campaign inquiry/verification source, and ElsaWeb must show this campaign open on the day of repair in order to receive claim payment consideration.*
- *If this repair appears to have already been performed, or if a Campaign Completion label is present on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

U.S.A.

3VW__ 7AJ _ BM002870 - 3VW__ 7AJ _ BM367561
Production Date: March 2010 – March 2011

Canada

3VW__ 7AJ _ BM002920 - 3VW__ 7AJ _ BM368235
Production Date: March 2010 – March 2011

NOTE: *The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.*

Allocation Report of Affected Vehicles

Dealers can check their VIM report to see if they have any in-stock vehicles affected by this action. Once a sufficient parts supply is available, electronic allocation lists for all affected vehicles will be posted under My Dealership Reports on the VW Hub. A list will not be posted for dealers who have no affected vehicles.

Parts Information and Allocation

Parts will be allocated prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@vw.com. If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Owner Notification Mailing

In or before May, 2011 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwhub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **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

Check ElsaWeb to determine if this campaign is open.

Service No.: 97V3
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **3ME**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 01 – Check for fuses - update present, no further work required

Repair operation: 0183 00 99 20 T.U.

-OR-

Criteria 01 – Check for fuses, update not present, install Wiring Repair Kit

Repair operation: 9709 31 99 110 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C0 971 321	Wiring Repair Kit

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Safety Recall 97V3/U9 – Converter Box Wiring
2011 Model Year Volkswagen Jetta (6th Generation)**

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 2011 model year Volkswagen Jetta (6th Generation) vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The affected vehicles have an electrical wiring and fuse layout where the converter box is protected by the same fuse used by the signal horn and the anti-theft alarm system. If the fuse is blown (e.g. in case of an electrical short in the horn), the converter box is disconnected from the power supply which, in turn, shuts off applications such as the engine management system, lighting system, and wipers. Should this happen while the vehicle is being driven, the engine could stall, or the headlights or wipers could turn off unexpectedly, potentially leading to a crash without warning.

What Will Volkswagen Do?

In order to correct this defect, dealers will separate the wiring for the horn and the theft protection horn from the power supply of the converter box and route the wires to separate fuses to correct this condition free of charge.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment to have your vehicle repaired without delay.

The repair will take about two hours 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 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 repairs relating to the condition described in this letter, 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 (97V3/U9)
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 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 also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Safety Recall 97V3/U9 – Converter Box Wiring
2011 Model Year Volkswagen Jetta (6th Generation)**

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 2011 model year Volkswagen Jetta (6th Generation) vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

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*Volkswagen Canada
Attn: Customer CARE Center (97V3/U9)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298*

We also invite you to visit our website at www.vw.ca, where you can check to see if this or any other action may be open on your vehicle.

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!

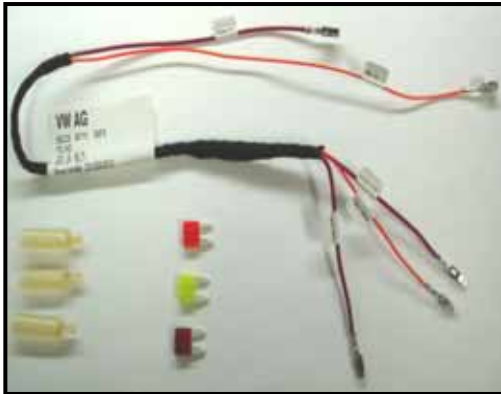
Sincerely,

Volkswagen Product Compliance

If there are questions regarding the work procedure, contact Warranty for U.S. and the Technical Assistance helpline for Canada.

Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C0 971 321	Wiring Repair Kit
1	CAMP 010 000	Campaign Completion Label



⇐ Wiring Repair Kit – **5C0 971 321**

Required Tools:



⇐ VAS 6150 Laptop Diagnostic Unit, VAS 5051B, or VAS 5052/A



⇐ VAS 1978B – Wiring Repair Kit

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. ©2011 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

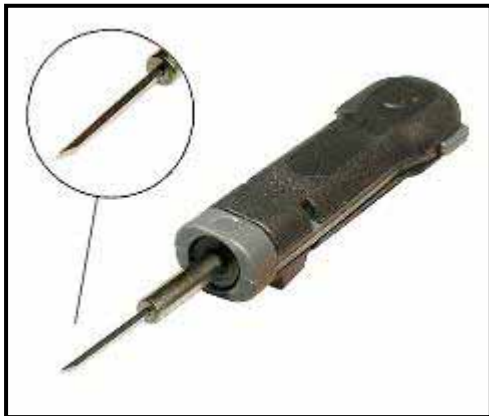


⇐ UTI-100SI Ultratorch (or equivalent)

*This tool is included in the VAS 1978B Wiring Repair Kit



⇐ VAS 1978/35 – Set of release tools (or equivalent)



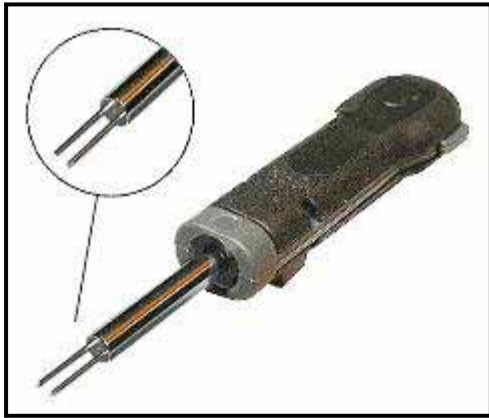
⇐ VAS 1978/35-3 – Release tool (or equivalent)

* Contained in the VAS 1978/35 kit or an equivalent may be obtained locally



⇐ VAS 1978/35-6 – Release tool (or equivalent)

* Contained in the VAS 1978/35 kit or an equivalent may be obtained locally



⇐ VAS 1978/35-8 – Release tool (or equivalent)

* Contained in the VAS 1978/35 kit or an equivalent may be obtained locally



⇐ VAS 1978/18 – Release tool (or equivalent)

* Contained in the VAS 1978/A or VAS 1978/B kit or an equivalent may be obtained locally



⇐ 3409 – Trim Removal Wedge (or equivalent)

Work Procedure:



Tip: If Campaign Completion label is present, no further work required

Section A – Check for Previous Repair



Tip: Coverage for addressing existing DTC fault codes is not allowed under this campaign



Tip: If working in cold weather environments, it may be necessary to allow plastic trim to warm slightly to prevent damage



⇐ Remove lower driver side fuse panel cover <arrow>



⇐ Check lower left fuse panel for presence of three fuses <arrows>:

- Fuse 10A (red) – position 17
- Fuse 20A (yellow) – position 21
- Fuse 7.5A (brown) – position 22

⇐ If fuses <arrows> are present, **WORK COMPLETE, Continue to Section H**

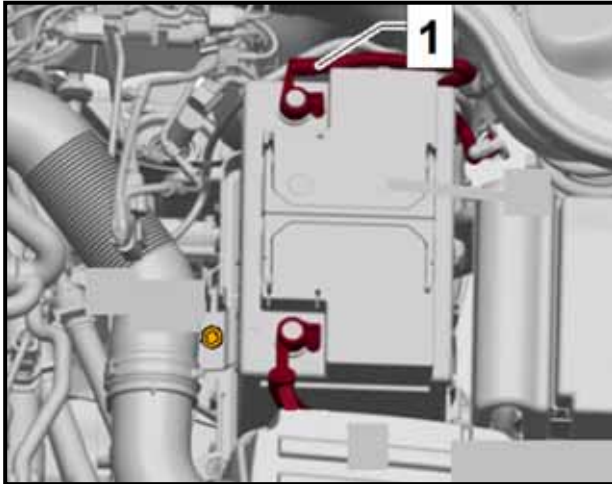
⇐ If fuses <arrows> are not present, **continue to Section B**

Section B – Disconnect Battery

- Turn off ignition and all electrical consumers
- Engage parking brake
- Position gear selector to the fully back position
- Remove key from ignition
- Open hood

⇐ Open the battery jacket <1>





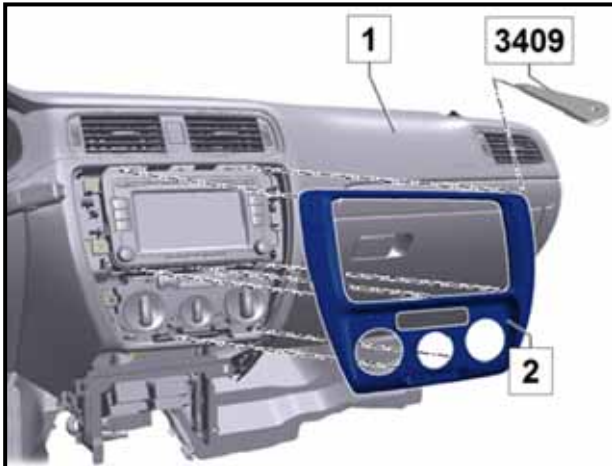
⇐ Disconnect the ground cable <1> from the battery negative pole and isolate terminal

- Continue to Section C

Section C – Removing Trim



Note: When removing and installing components in visible area (switches, covers, trim, etc.), cover by taping the areas at which a prying tool (trim remove wedge VAS3409, screwdriver, etc.) will be positioned using commercially available adhesive tape.

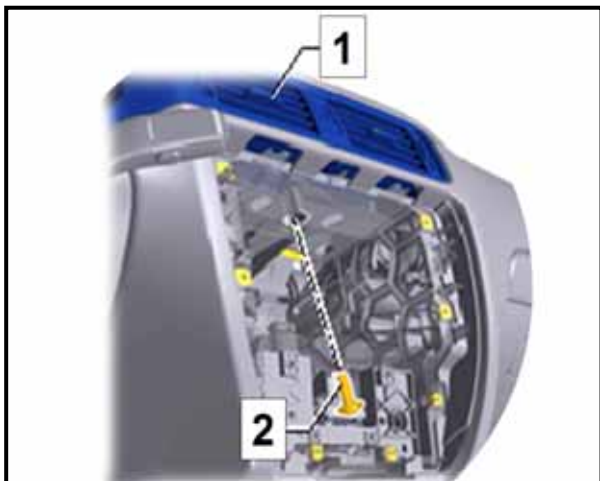


⇐ Remove the instrument panel center trim <2> from the instrument panel <1> using the trim removal wedge 3409 or equivalent and disconnect electrical connector

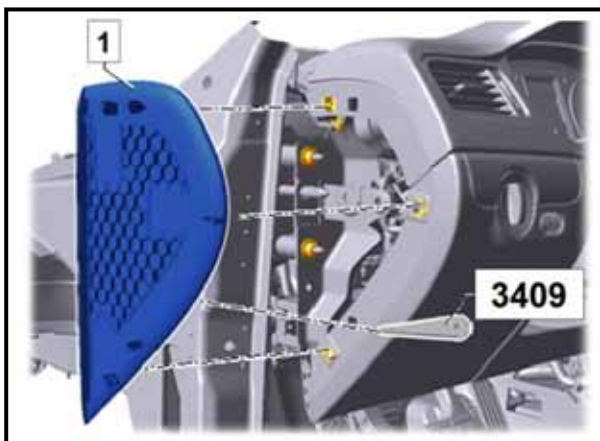
- Cover gear selector knob with a shop towel to prevent damage from radio
- Remove radio but do not disconnect the electrical connectors



Tip: Do not disconnect electrical connectors for radio. Disconnecting the electrical connectors may require retrieval of the radio code and the radio to be reprogrammed.



⇐ If equipped, remove screw <2> from trim bezel <1>



⇐ Pry out the left instrument panel cover <1> using the trim removal wedge 3409 or equivalent



⚠ Note: Before removing the trim, ensure all left and center air vent knobs are set in the fully OPEN position (all the way up) as shown. Damage will occur if this is not done

⇐ Position the left and center air vent knobs <circles> to the fully OPEN position (all the way up)



⇐ Reach behind left vent trim panel and push trim out slightly <as shown> to loosen trim from dash panel



⇐ In location of center vents, push trim from behind <as shown> in order to create a gap, then using trim removal wedge 3409 or equivalent, carefully pry around trim <as shown> to loosen trim from dash panel



⇐ Loosen the upper steering column trim <as shown> using the trim removal wedge 3409 or equivalent



Tip: It is not necessary to completely remove this trim piece as it will come out with the instrument cluster trim

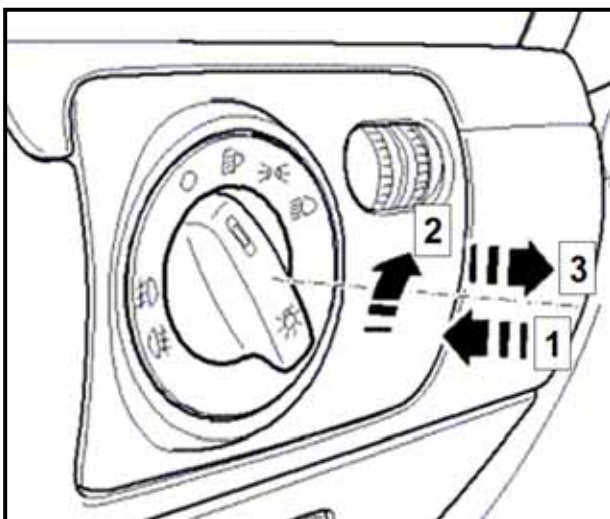


⇐ Using trim removal wedge 3409 or equivalent, pry center trim <in location of arrow> up and over lower trim panel

- Perform same procedure on opposite side



⇐ Pull out trim assembly slightly, disconnect the wiring harness for emergency lamp switch E3, then remove instrument cluster trim from the instrument panel



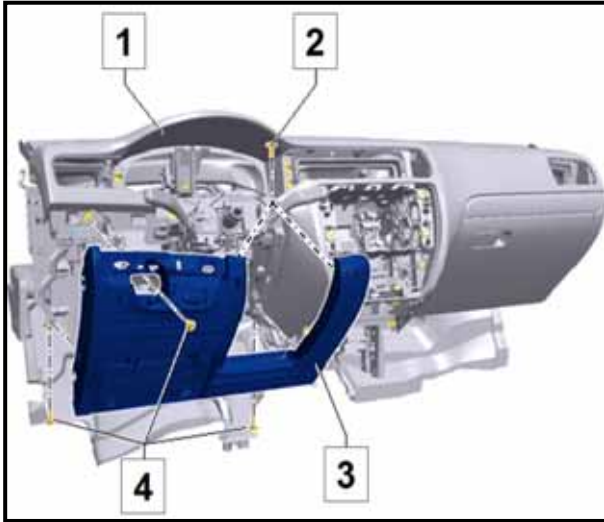
- Turn the headlight switch to "0" position

⇐ Push the headlight switch handle in <arrow 1> and turn it a little to the right <arrow 2>

⇐ Hold the rotary handle in this position and remove the switch <arrow 3>



Tip: Headlight switch <arrow> may be allowed to hang freely and does not need to be disconnected



Tip: For reasons of clarity, the steering wheel is not shown in the illustration. Do not remove the steering wheel

⇐ Where equipped, remove screws <2> and <4>

⇐ Remove driver side instrument panel cover <3> and disconnect interior dimmer switch



⇐ Remove two screws <arrows> for the instrument cluster

- Disconnect instrument cluster harness from rear of instrument cluster, and set cluster aside



⇐ Remove two screws <arrows> located in lower left corner area of dash panel where instrument cluster was removed



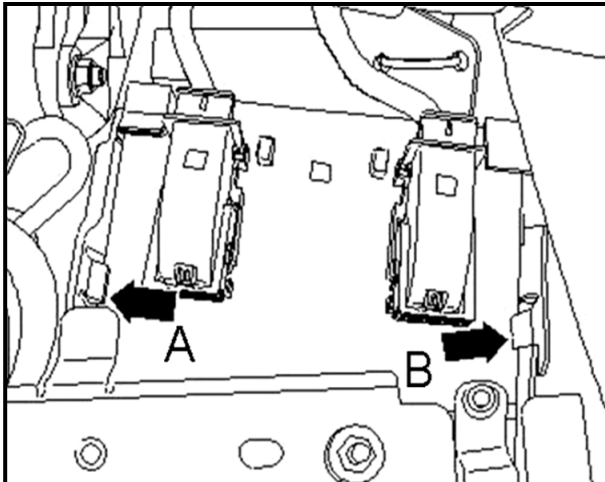
⇐ Lift dash panel trim slightly with right hand <as shown>, then pull the driver side deformation element outward and downward <arrows> to remove from vehicle

- Continue to Section D

Section D – Wiring Repair



⇐ Remove the screws <arrows> and guide the fuse panel downward



Tip: It is possible that the number of connectors deviate from the illustration depending on the variants

⇐ Press the catches <arrows> and swivel the vehicle electrical system control module J519 downward, opposite the drive direction, and remove it from the bracket

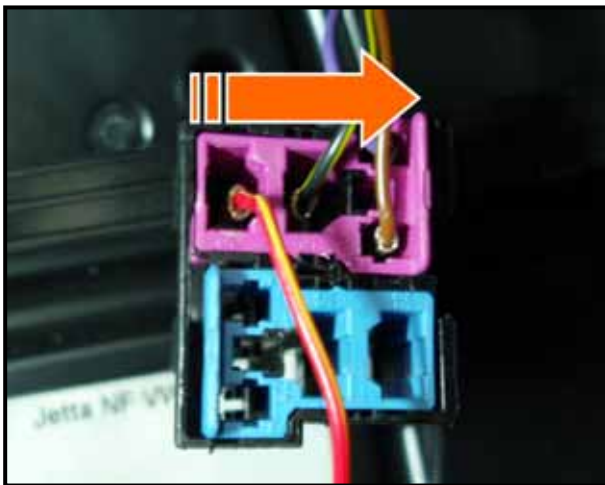


⇐ If present, pull out relay <circle> of anti-theft system from relay carrier



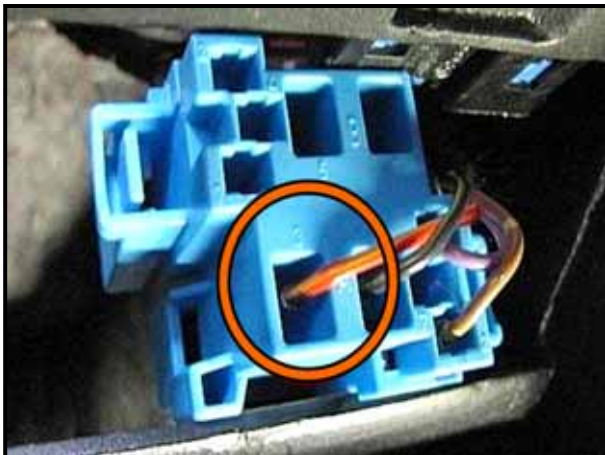
Tip: Relay <circle> may or may not be present. In either case, always continue work procedure.

- Unclip locking lugs outwards and then push connector through relay carrier



Tip: Relay contact housing may appear different from picture

⇐ If equipped, disengage the secondary locking mechanism of the relay contact housing by pulling back <in direction of arrow>



- Disengage the terminal contact locking mechanism using VAS 1978/35-6, VAS 1978/35-3 or VAS 1978/18 (or equivalent)

⇐ Pull the red/yellow wire <circle> out of position 3 in the contact housing

- Install the new terminal contact with the designation **(REL. 3.)** from the repair kit (5C0 971 321) into the relay contact housing in the same location used by the wire previously removed

- Engage the secondary locking mechanism of the relay contact housing



Tip: Once the repair is implemented, the wire previously removed does not serve any useful function

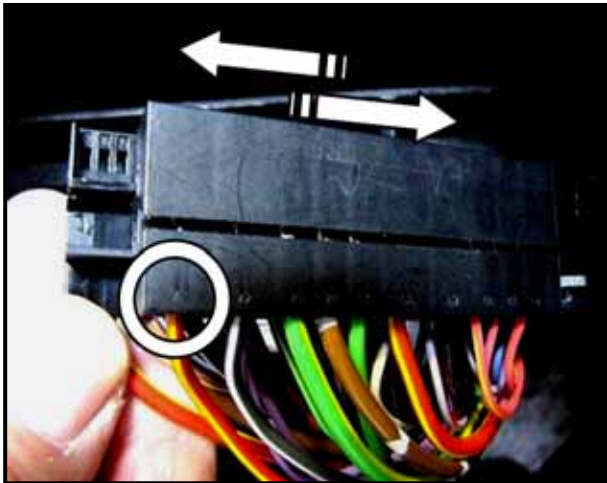
⇐ Cut the terminal end from the previously removed wire and install heat shrink tubing from repair kit (5C0 971 321) over the exposed end <circle> as shown

- Shrink the heat shrink tubing using the UTI-100SI Ultratorch (or equivalent) until glue starts to protrude from the end



- Remove connector A (black) housing from vehicle electrical system control module J519

⇐ Unclip locking lugs from connector A housing with a small screwdriver and remove the connector housing <as shown in picture>




⇐ Disengage the secondary locking mechanism of the connector by sliding both halves of the connector in the direction of <arrows>

- Disengage the terminal contact locking mechanism using VAS 1978/18 or VAS 1978/35-8 (or equivalent)

⇐ Pull the red/yellow wire out of position 73 <circle> in the contact housing

- Install the new terminal contact with the designation **(BCMA 73)** from the repair kit (5C0 971 321) into the contact housing in the same location used by the wire previously removed

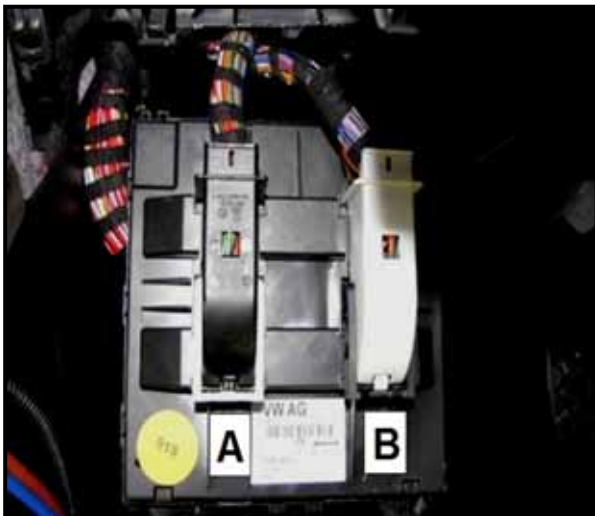


 Tip: Once the repair is implemented, the wire previously removed does not serve any useful function


- ⇐ Cut the terminal end from the previously removed wire and install heat shrink tubing from repair kit (5C0 971 321) over the exposed end <circle> as shown
- Shrink the heat shrink tubing using the UTI-100SI Ultratorch (or equivalent) until glue starts to protrude from the end
- Reassemble contact housing



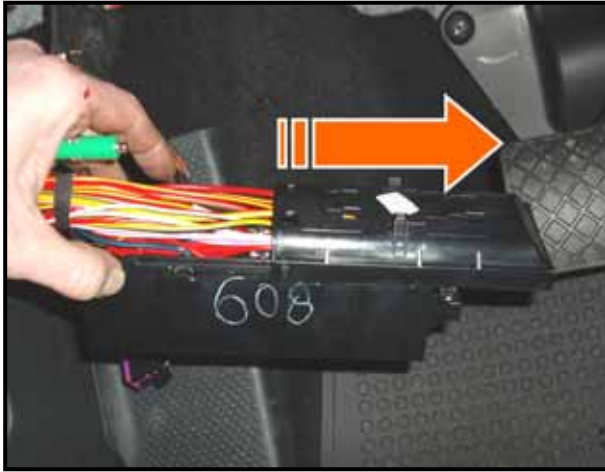
- ⇐ Route the new REL.3. wire and BCMA 73 wire along the harness for the black vehicle electrical system control module J519 connector <as shown>
- ⇐ Install two pieces of electrical tape <arrows> (shop supply) to hold new wires to existing harness
- ⇐ Ensure new REL.3. wire is routed in front of vehicle electrical system control module J519 bracket as shown <circle>



- ⇐ Install previously detached connectors back into place <as shown> on the vehicle electrical system control module J519

 Tip: First, insert the vehicle electrical system control module J519 into holder rear side first and then push upwards until it audibly engages in the holder

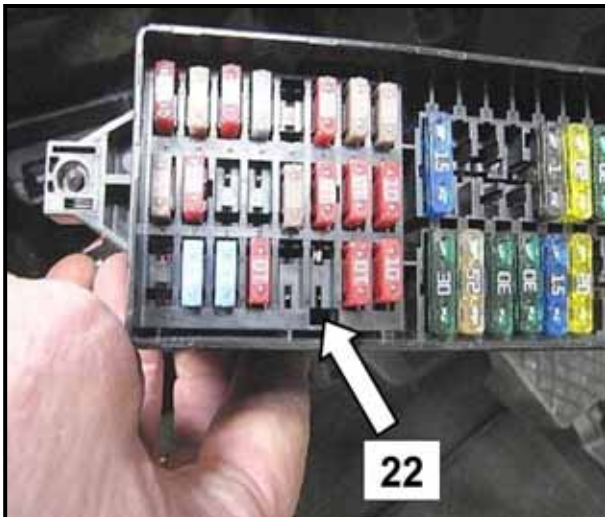
- Reinstall vehicle electrical system control module J519



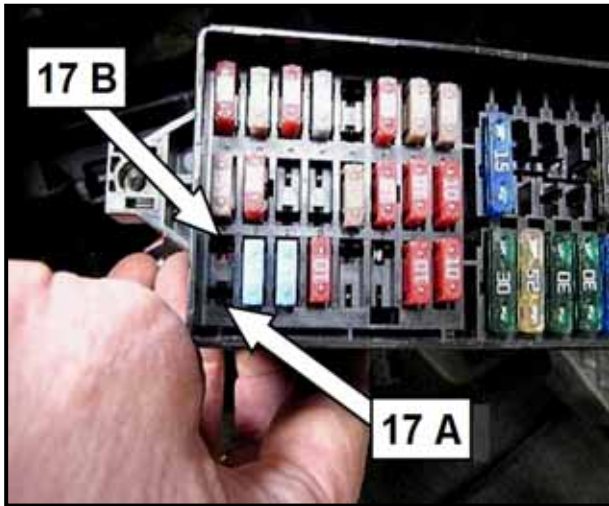
⇐ Remove the rear housing from the fuse holder by lifting both locking tabs and sliding the cover <in direction of arrow>



⇐ Remove the large purple secondary locking mechanism in the fuse contact housing that locks the lower half of the fuse block (fuses 17 through 60) <as shown>

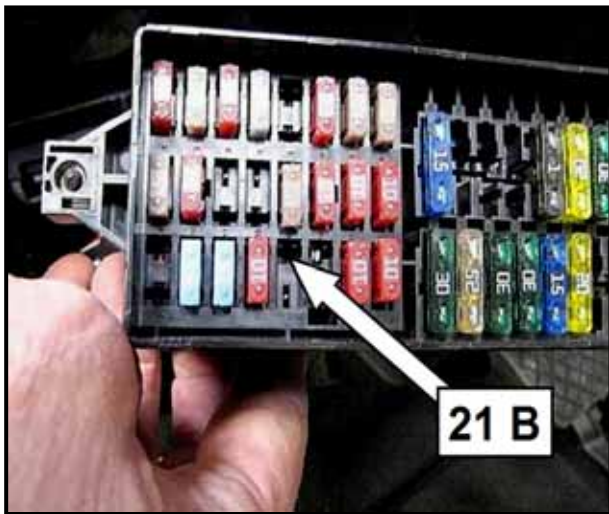


⇐ Remove fuse from position 22 of the fuse holder <arrow 22>

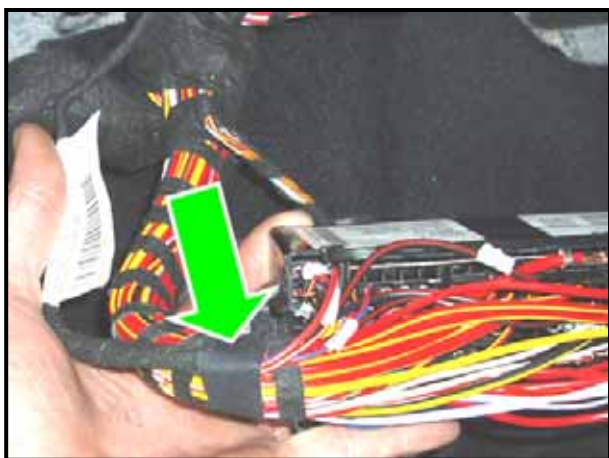


Tip: While inserting new terminals into housing, orient terminals properly to accept blade of new fuse when installed

- ⇐ Insert the new terminal contact with the designation **(FUSE 17A)** from the repair kit (5C0 971 321) into the contact housing in the free location <arrow 17A>
- ⇐ Insert the new terminal contact with the designation **(FUSE 17B)** from the repair kit (5C0 971 321) into the contact housing in the free location <arrow 17B>



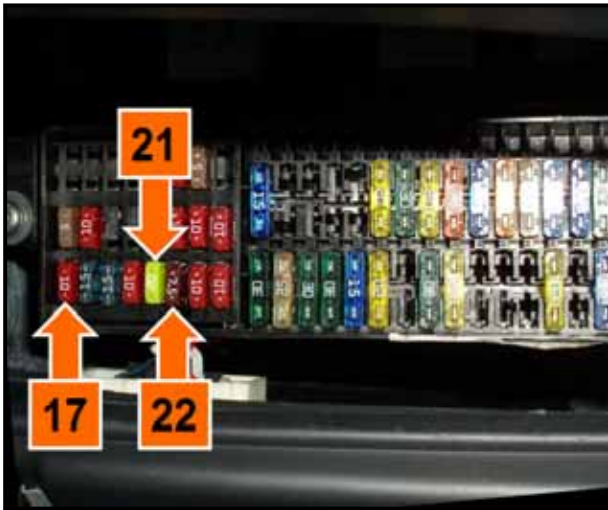
- ⇐ Insert the new terminal contact with the designation **(FUSE 21B)** from the repair kit (5C0 971 321) into the contact housing in the free location <arrow 21B>
- Reinstall the large purple secondary locking mechanism into the fuse contact housing to lock the lower half of the fuse block (fuses 17 through 60)
- ⇐ Reinstall the rear housing onto the fuse holder



- ⇐ Install electrical tape as shown <arrow> (shop supply) to hold new repair kit harness to existing fuse holder harness



⇐ Reinstall the fuse holder and screws <arrows> and torque to 1.5Nm



⇐ Install the following fuses included in the repair kit (5C0 971 321) in the designated fuse locations:

- Position 17 = Fuse **10A** (red)
- Position 21 = Fuse **20A** (yellow)
- Position 22 = Fuse **7.5A** (brown)



⇐ If previously equipped, reinstall the relay contact housing and reinstall relay of anti-theft system <circle> into relay carrier

- **Continue to Section E**

Section E – Reinstalling Trim



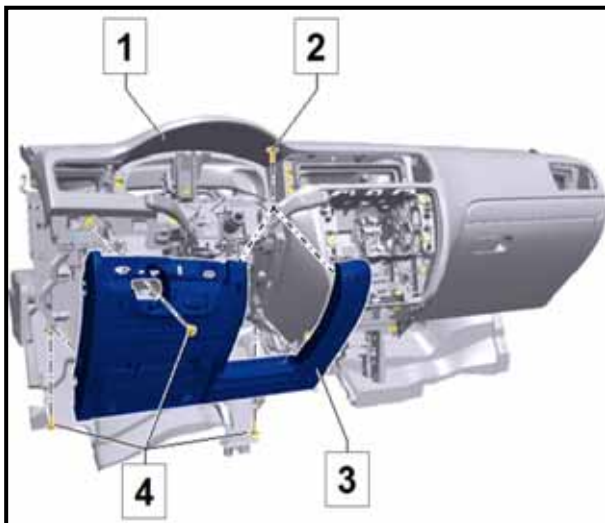
- ⇐ Lift dash panel trim slightly with right hand <as shown>, then reinstall the driver side deformation element <arrow>




- ⇐ Reinstall two screws <arrows> located in lower left corner area of dash panel where instrument cluster was removed



- ⇐ Reconnect instrument cluster harness onto the rear of instrument cluster and insert instrument cluster into the dash panel
- ⇐ Reinstall two screws <arrows> and torque to 1.5Nm

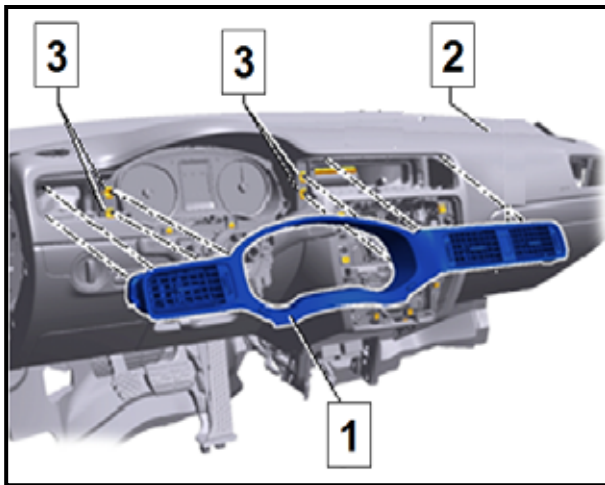


 Tip: For reasons of clarity, the steering wheel is not shown in the illustration


- ⇐ Reconnect interior dimmer switch and reinstall driver side instrument panel cover <3>
- ⇐ If previously removed, reinstall screws <2> and <4> and torque to 1.5Nm

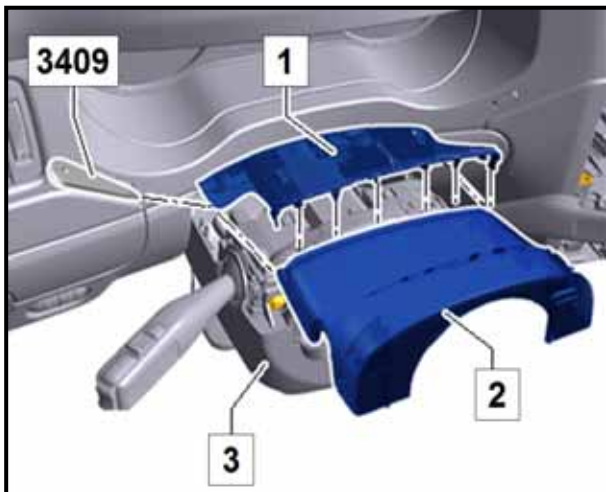


- ⇐ Reinstall the headlight switch <arrow> by pushing in until you hear an audible “click”

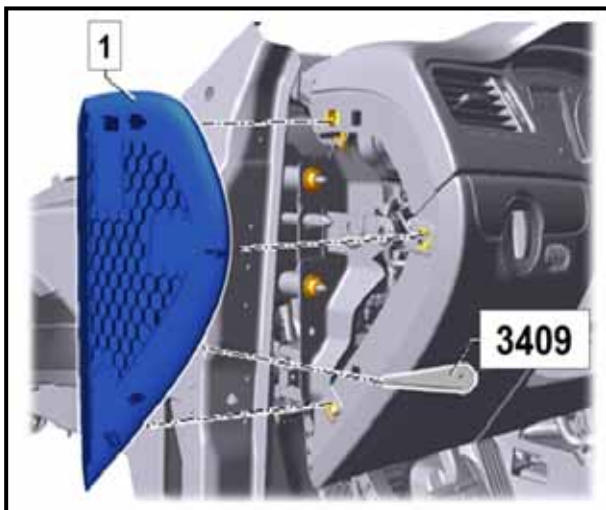


- Reconnect the wiring harness for the emergency lamp switch E3
- ⇐ Reinstall the instrument cluster trim with left and center instrument panel vents <1> into the instrument panel <2>

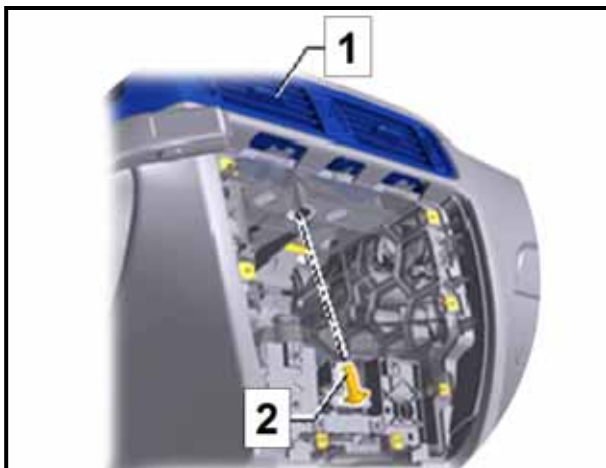
 Tip: Left and center vents must be assembled in the instrument cluster trim <1> prior to reassembly into the instrument panel <2>



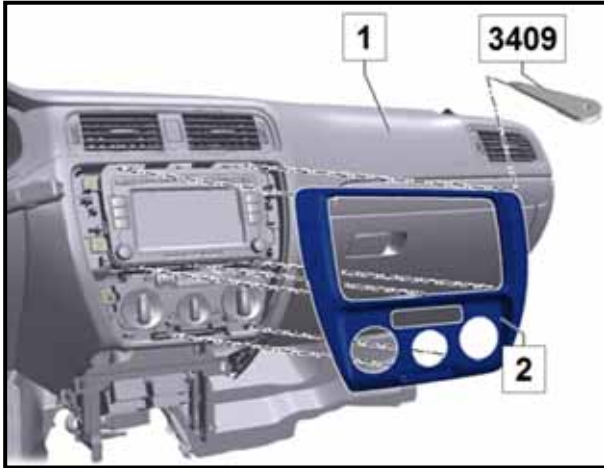
⇐ Reinstall the upper steering column trim <2>



⇐ Reinstall the left instrument panel cover <1>



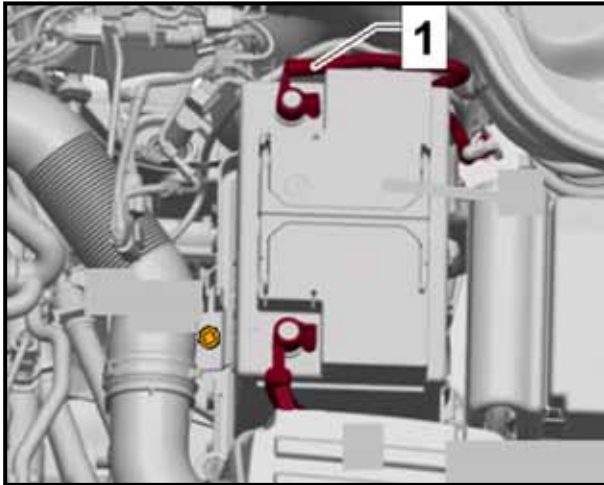
⇐ If previously removed, reinstall screw <2> into trim bezel <1> and torque to 1.5Nm



- ⇐ Reinstall radio into instrument panel
- ⇐ Reinstall the instrument panel center trim <2> into the instrument panel <1>

- **Continue to Section F**

Section F – Reconnect Battery



- ⇐ Reconnect the ground cable <1> onto the battery negative pole and torque to 6Nm



Tip: After connecting the battery and switching the ignition on, the ASR/ESP Control Lamp K155 lights up continuously. The ASR/ESP Control Lamp goes out automatically if a straight distance is driven at 15 to 20 km/h. This activates the Steering Angle Sensor G85



- ⇐ Close the battery jacket <1>

- **Continue to Section G**

Section G – Verify the Repair

- Insert key into ignition and switch to the “ON” position
- Place selector in park “P” and start vehicle
- Press the horn button and ensure proper horn sound is produced




- Pull out fuse 21 at the same time the horn is pressed. The horn noise must stop. Do not install the fuse 21 back.
- Pull out fuse 22. The engine must stop.
- Turn off the ignition. Reinstall fuses 21 and 22.
- ⇐ Reinstall lower driver side fuse panel cover <arrow>
- Switch the ignition on using the ignition key and switch it off again
- Attach VAS 6150 Laptop Diagnostic Unit, VAS 5051B, or VAS 5052/A to the vehicle and erase DTC memory from the affected control units
- Check the clock time and set if necessary
- Open all windows completely and close again. Comfort control for the window regulator: While comfort switching is operated, window must close without holding the switch
- Perform function test of all electrical consumers
- Release parking brake and perform test drive to reactivate the Steering Angle Sensor G85
- **Continue to Section H**

Section H – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open hood
- ⇐ 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)

- Close hood

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements

ALL WORK IS COMPLETE

Campaign Completion

SAGA CODE:

DLR #:

REPAIR DATE:

CAMP 010 000