

Part 573 Safety Recall Report

18V-464

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** JUL 11, 2018**NHTSA Recall No. :** 18V-464**Manufacturer Recall No. :** 37L5**Manufacturer Information :**

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Population :

Number of potentially involved : 33,168

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2015-2017 Volkswagen Golf SportWagen

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population as been determined to include only subject vehicles built with an automatic transmission, manual handbrake/handbrake lever without Kessy (keyless entry), equipped with a switch with silver-coated contacts, without a control unit (thus operated with high current) and built within a certain production time frame. Vehicles not being recalled do not match the build criteria identified with the defect and are therefore excluded from the recall. Vehicles not included are equipped with gold-contacts, are equipped with pre-resistance / control unit and are not operated with high current, thus not affected by the possible built-up of silicate.

Production Dates : DEC 10, 2014 - JUN 19, 2017

VIN Range 1 : Begin : 3VW217AU9FM500161 End : 3VWC17AU5HM543726 Not sequential

Vehicle 2 : 2015-2017 Volkswagen Golf

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population as been determined to include only subject vehicles built with an automatic transmission, manual handbrake/handbrake lever without Kessy (keyless entry), equipped with a switch with silver-coated contacts, without a control unit (thus operated with high current) and built within a certain production time frame. Vehicles not being recalled do not match the build criteria identified with the defect and are therefore excluded from the recall. Vehicles not included are equipped with gold-contacts, are equipped with pre-resistance / control unit and are not operated with high current, thus not affected by the possible built-up of silicate.

Production Dates : MAR 28, 2014 - JUL 22, 2017

VIN Range 1 : Begin : 3VW217AU9FM000730 End : 3VW217AU7HM077289 Not sequential

Vehicle 3 : 2018-2018 Volkswagen Golf SportWagen

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population as been determined to include only subject vehicles built with an automatic transmission, manual handbrake/handbrake lever without Kessy (keyless entry), equipped with a switch with silver-coated contacts, without a control unit (thus operated with high current) and built within a certain production time frame. Vehicles not being recalled do not match the build criteria identified with the defect and are therefore excluded from the recall. Vehicles not included are equipped with gold-contacts, are equipped with pre-resistance / control unit and are not operated with high current, thus not affected by the possible built-up of silicate.

Production Dates : JUL 11, 2017 - APR 06, 2018

VIN Range 1 : Begin : 3VWD17AU6JM750068 End : 3VWD17AU6JM764505 Not sequential

Vehicle 4 : 2018-2018 Volkswagen Golf

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population as been determined to include only subject vehicles built with an automatic transmission, manual handbrake/handbrake lever without Kessy (keyless entry), equipped with a switch with silver-coated contacts, without a control unit (thus operated with high current) and built within a certain production time frame. Vehicles not being recalled do not match the build criteria identified with the defect and are therefore excluded from the recall. Vehicles not included are equipped with gold-contacts, are equipped with pre-resistance / control unit and are not operated with high current, thus not affected by the possible built-up of silicate.

Production Dates : JUN 29, 2017 - APR 06, 2018

VIN Range 1 : Begin : 3VWG17AU0JM250209 End : 3VWG17AU2JM280375 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Over time, a build-up of silicate on the shift lever micro switch contacts can result in an isolation-like layer. If this happens, it may be possible to remove the key from the ignition switch without the shift lever being in the "P" Park position because the system isn't able to recognize that the vehicle is not in "P" Park. This makes the vehicle noncompliant with FMVSS 114; Theft protection and rollaway prevention.

FMVSS 1 : 114 - Theft protection

FMVSS 2 : NR

Description of the Safety Risk : If the ignition key is removed without the shift lever being in "P" Park position, there is a risk that the vehicle may roll away, resulting in a crash that could injure people and damage property.

Description of the Cause : Possible failure of the micro switch ("P" Park position detection) in the shift

lever due to increased resistance caused by silicate contamination on the contact surface.

Identification of Any Warning that can Occur : An audible warning sound and failure message may appear in instrument cluster while the vehicle is in motion, due to the micro switch failure (a non-existent "P" Park shift lever position is incorrectly detected).

Supplier Identification :

Component Manufacturer

Name : ZF Friedrichshafen AG
Address : 12001 Tech Center Drive
Livonia MICHIGAN 48150
Country : United States

Chronology :

"December 08, 2016: Topic provided to the Quality department at VWAG resulting from customer complaints on the appearance of warnings in the instrument cluster (advising driver to leave the vehicle in ""P"" Park). Analysis started, field return parts requested. Due to high complexity and multiple factors and variations that could contribute to this issue, a complex analysis program was initiated.
June 26, 2017: Topic was presented to VWAG Product Safety Committee (pre-panel). Further details on different switch/control unit combinations and departure concepts was requested.
September 21, 2017: Topic was presented to VWAG Product Safety Committee, contributing factors and consequences were still not fully understood. Further detailed analysis was requested.
April 24, 2018: Topic was discussed briefly with NHTSA, during which VWAG explained the general nature and status of the investigation.
July 04, 2018: Topic was presented to VWAG Product Safety Committee where a determination of non-compliance with 571.114 Standard No. 114; ""Theft protection and rollaway prevention"" was made and compliance recall decision was made."

Description of Remedy :

Description of Remedy Program : At no cost to owners, Volkswagen dealers will install an additional switch and circuit board. Volkswagen will offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : To remedy this defect, a new switch (located outside of the gear shift lever housing) and an additional control unit will be installed. Additionally, the micro switch at the shift lever (already present in the vehicle) will be

disabled.

The new parts are currently under development and part numbers are not yet available.

Identify How/When Recall Condition was Corrected in Production :

Since CW44/2017 all Golf/Golf SportWagen vehicles are equipped with a silicone free sealing and a micro switch with gold contact to avoid silicate contamination.

Recall Schedule :

Description of Recall Schedule :

Owners and dealers will be notified about this recall on or before September 09, 2018. Owners will receive an interim notification on or about September 09 2018. Recall parts are expected to be available in late December 2018/January 2019; when parts supply permits owners will be notified that the recall repair is available.

Planned Dealer Notification Date : SEP 09, 2018 - SEP 09, 2018

Planned Owner Notification Date : SEP 09, 2018 - SEP 09, 2018

* NR - Not Reported