



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 22, 2019

Mr. Chris Sandvig  
Volkswagen Group of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

NEF-150SS  
19V-615

**Subject:** Key May Be Removed When Not In Park

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

VOLKSWAGEN/BEETLE/2012-2019  
VOLKSWAGEN/BEETLE CONVERTIBLE/2012-2019  
VOLKSWAGEN/GOLF/2015-2016, 2018-2019  
VOLKSWAGEN/GOLF SPORTWAGEN/2017-2019  
VOLKSWAGEN/GTI/2015-2019  
VOLKSWAGEN/JETTA/2011-2018

**Mfr's Report Date:** August 22, 2019

**NHTSA Campaign Number:** 19V-615

**Components:**

ELECTRICAL SYSTEM:IGNITION:ANTI-THEFT CONTROLLER  
STEERING:COLUMN LOCKING:ANTI-THEFT DEVICE

**Potential Number of Units Affected:** 679,027

**Problem Description:**

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2015-2019 GTI, 2015-2016 and 2018-2019 Golf, 2012-2019 Beetle and Beetle Convertible, 2017-2019 Golf SportWagen and 2011-2018 Jetta vehicles equipped with an automatic transmission, manual handbrake and keyless entry. A build-up of silicate on the shift lever micro switch contacts may enable the key to be removed from the ignition when the transmission shift lever is not in "Park."

**Consequence:**

Removing the key while the shift lever is in a position other than "Park" increases the risk of an unintended vehicle rollaway that may result in personal injury or a crash.

**Remedy:**

Volkswagen will notify owners, and dealers will install an additional switch and circuit board, free of charge. The recall is expected to begin October 11, 2019. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 37M2.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement