



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 18, 2019

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

NEF-150SS
19V-866

Subject: Clutch Can Fail to Engage Causing a Loss of Power

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/JETTA HYBRID/2013-2015

Mfr's Report Date: December 6, 2019

NHTSA Campaign Number: 19V-866

Components:

POWER TRAIN:AUTOMATIC TRANSMISSION

POWER TRAIN:CLUTCH ASSEMBLY

Potential Number of Units Affected: 2,167

Problem Description:

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2013-2015 Jetta Hybrid vehicles equipped with a DQ200 7-Speed DSG Automatic Transmission. Hairline cracks can develop within the transmission electronic gearbox (mechatronic unit), causing an internal transmission oil leak and a decrease in oil pressure.

Consequence:

A decrease in transmission oil pressure can cause the clutch to fail to engage, resulting in a sudden loss of drive power, increasing the risk of a crash.

Remedy:

Volkswagen will notify owners, and dealers will update the transmission software, free of charge. The software remedy is currently under development. The recall is expected to begin February 4, 2020. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 34J6.

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.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)).

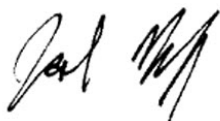
Please be reminded of the following requirements:

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).

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. We look forward to working with you.

Sincerely,



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