

IMPORTANT SAFETY RECALL



Das Auto.

Volkswagen of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Safety Recall 34F6/4V**

**7-Speed DSG® Auto Transmission w/Tiptronic® (DQ-200 Direct-Shift Gearbox)  
2013-2014 Model Year Volkswagen Jetta Hybrid**

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 2013-2014 model year Volkswagen Jetta Hybrid vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

Over time, the internal gearbox lead frame may corrode due to certain gearbox fluid additives used in original gearbox filling. If corrosion deposits collect between electrical wiring, an electrical short in the power supply may result in blown gearbox fuses and the deactivation of the gearbox hydraulic pump or mechatronic unit. The driver will immediately be alerted by a flashing gear indicator warning lamp in the instrument cluster and the vehicle will lose motive power but can coast to a stop. **Loss of motive power while driving may increase the risk of a crash.**

All other vehicle systems, such as the engine, steering, and brakes, etc. remain unaffected and fully operational.

**What will we do?**

To help identify/correct this defect, your authorized Volkswagen dealer will replace the existing synthetic gearbox oil with a new, mineral-based oil with non-corrosive additives to prevent future failure. This work will take up to three hours to complete and will be performed for you free of charge.

**What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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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**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

**Can we assist you further?**

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 (34F6/4V)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-893-5298  
[www.vw.com](http://www.vw.com)

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 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