

**Australian Government****Department of Infrastructure and Transport****MINUTE**

File Reference: 12/2808 – SIRS Reference: 12/066
Contact: Luke Clayton

Robert Hogan
General Manager
Vehicle Safety Standards

Subject: Investigation into Volkswagen Golf fuel injectors

Background

On 19 January 2012 s47F (personal) wrote to the Australian Competition and Consumer Commission (ACCC), the Deputy Prime Minister and Treasurer, and Parliamentary Secretary to the Treasurer, concerning the fuel injectors in his Volkswagen Golf GT Sport TDI.

s47F (personal) vehicle required a diesel fuel injector to be replaced at approximately 29,000 km and he believed this failure to be connected to a recall campaign in the United States of America (USA).

The ACCC replied to s47F (personal) stating:

- his vehicle was not affected by the USA's recall of a similar vehicle;
- there was no evidence of a systemic fault with his model of vehicle;
- the Department of Infrastructure and Transport (rather than the ACCC) 'would carry out such an assessment in any case'.

The ACCC referred the matter to the Department of Infrastructure and Transport (Department) on 15 March 2012.

Investigation

The Department approached Volkswagen Australia for a response in regard to the fuel injector matter. Volkswagen responded by stating that s47F (personal) vehicle was not the same fuel injection system fitted to vehicles subject to a recall campaign in the USA.

Technical assessment

s47F (personal) Volkswagen Golf GT Sport TDI has a Pumpe Duse fuel injection system, which is different to the Common Rail fuel injection system fitted to Volkswagen products subject to a recall campaign in the USA which required modification to the diesel injector lines to prevent cracking. In s47F (personal) case his vehicle required a single fuel injector to be replaced. The two issues are not related.

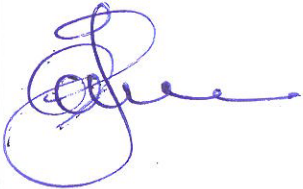

Conclusion

There is not a safety issue that will or may cause injury, nor is there ADR non-compliance, in respect to the Volkswagen Golf GT Sport TDI owned by s47F (personal)

Recommendation

It is recommended that you:

1. Agree to close the investigation.
2. Sign the attached letter to s47(f) advising the outcome of this investigation.
3. Sign the attached letter to Volkswagen advising them of the outcome of this investigation.

 Graeme Skelton Section Head Policy, Legislation & Projects Vehicle Safety Standards 9/10/2012	<div>1. AGREED / NOT AGREED</div> <div>2. SIGNED / NOT SIGNED</div> <div>3. SIGNED / NOT SIGNED</div>  Robert Hogan General Manger Vehicle Safety Standards 9/11/2012
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*As the owner
Changes
to
belows*

Connell Erik

From: Lilley Simon
Sent: Tuesday, 4 June 2013 3:42 PM
To: Hogan Robert
Cc: Skelton Graeme; Connell Erik
Subject: VW Background brief [SEC=UNCLASSIFIED]
Attachments: Brief - Hogan 04Jun13.docx

Robert
Background brief on VW as discussed.
Simon

BRIEF

Subject

Volkswagen (VW) Golf Coronal Inquest, media reports and related complaints.

Key Issues

- A Victorian Coroner's inquest into the death of Ms Melissa Ryan in 2011 has resulted in substantial local and international media attention about quality and safety issues with Volkswagen vehicles.
- The Department has received over 250 related complaints over a two day period related to multiple quality and safety issues, a number of which relate to '**sudden deceleration through loss of power**' which is mentioned as a possible contributing factor in the Melissa Ryan Inquest.
- VW has recall and service campaign activities overseas, but not in Australia on:
 - Direct Shift Gearboxes (DSG), which cause vehicles to select a 'false neutral' and lose drive;
 - Diesel Injectors which cause vehicles slowing suddenly or shifting into 'limp home mode'.
- VW Australia has called back to dealerships across Australia some early model diesel cars to have their engine's injectors replaced.
- Three years ago VW Australia called back about 8000 'twin-charge' petrol engines fitted to the Golf because rough idling would prevent the car from driving off.

Sensitivities

- The matter is the subject of a Coronal inquest and the Department will await the findings and consider any recommendations.

The inquest into Ms Ryan's death has received significant media coverage and interest.
- There is an expectation that the Department will intervene to assist VW owners who may or may not be aggrieved due to a variety of issues including customer satisfaction.

Background

- The accident in which Ms Ryan was killed occurred in January 2011 on the Monash Freeway in Melbourne and involved a Petrol, Manual 2008 VW Golf vehicle and a B-double truck:
 - the truck collided into the rear of Ms Ryan's vehicle at around 100 kilometres per hour;
 - reports at the time said the car had slowed suddenly to 20km/h while in the fast lane;
 - the truck driver reported not seeing any brake lights.
- The majority of complaints relate to diesel DSG VW vehicles and appear to be unrelated to the death of Ms Ryan.
- The most common complaint relates to diesel VW vehicles losing power caused by faulty injectors and which are only being corrected by VW following consumer's contacting VW and not through a service campaign or recall.
- Complaints prior to 22 May 2013 – four VW transmission and six engine complaints.
- Complaints after 22 May 2013 – 250 email and 30 telephone complaints including 12 formal complaints.
- Related recalls and service campaigns:
 - DSG Transmission recalls currently running in CHINA, JAPAN and USA.
 - Diesel injectors are being recalled in the USA.
 - VW diesel engines for fuel line replacement in AUSTRALIA and USA.
- VW has recalled almost 500,000 cars overseas equipped with the DSG automatic gearbox.

Contact:

Simon Lilley

02 6274 7669

DEPARTMENT OF INFRASTRUCTURE AND TRANSPORT

FOR: The Hon Catherine King MP cc: The Hon Anthony Albanese MP	eWorks Number: 02234-2013	For Information by: 12 June 2013
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SUBJECT: Volkswagen, Recalls and Service Campaigns

Recommendation: That you: note the Department's actions regarding recent issues concerning Volkswagen vehicles, and the Department's roles and responsibilities regarding vehicle safety recalls and vehicle manufacturer's service campaigns.

Key Issues:

1. On 30 May 2013 the Department became aware of an article published in the Fairfax media concerning a Victorian Coroner's inquest into a vehicle fatality on 31 January 2011 involving a 2007 Volkswagen Golf GTI (petrol manual) vehicle and a B-double truck.
2. The Department subsequently contacted the ACCC and Volkswagen the same day.
3. There was an unprecedented response to the article including follow-up media reporting and the Department received over 500 emails between 31 May 2013 and 11 June 2013.
4. Emails received related to the media reporting and concerned issues of sudden deceleration, and loss of power caused by engine cut-out or automatic gearbox failures. Note the vast majority of these were enquiries rather than complaints.
5. The Department and the ACCC worked closely with Volkswagen over this period to qualify and refer complaints and to investigate the technical matters relating to existing and proposed service and recall action.
6. On 11 June 2013 Volkswagen announced a recall for 26,000 vehicles manufactured between 2008 and 2012 with DSG7 gearboxes.
7. In 2009 Volkswagen had announced a recall for DSG6 gearboxes which was 99% complete as at 31 May 2013. However this recall was not listed on the ACCC recalls website and was the subject of some media comment. Volkswagen had been reporting to the Department on this campaign.
8. A separate but concurrent matter concerns a service campaign to rectify diesel injector problems some Volkswagen vehicles fitted with a Pumpe Duse diesel injection system.
9. The Department considers complaints and undertakes investigations where non-compliance or safety defects are indicated. In the main this would result from an indication of a systemic problem.
10. The Department and the ACCC are satisfied that Volkswagen's recall and service campaign actions in relation to the current issue are appropriate.
11. The Department will continue to monitor the situation.

Sensitivity:

Volkswagen and the Department have received significant media attention in regard to vehicle safety and recall matters and it is likely this will be ongoing in the near term.

Division: Surface Transport policy Written by: Graeme Skelton Contact No. : 02 6274 8120	(a) NOTED
Approved by: Judith Zielke	
Signature: / / Contact No.:	CATHERINE KING / /

Background:

12. The Australian Government regulates the manufacture, importation and supply to the market of road vehicles to ensure an acceptable level of safety, emission control and anti-theft protection across the Australian vehicle fleet.
13. The Department administers these arrangements under the *Motor Vehicle Standards Act 1989* (the Act) and Motor Vehicle Standards Regulations 1989 (the Regulations). Vehicle safety standards are set through the ADRs;
14. The Department:
 - a. carries out safety investigations and monitors vehicle recalls on behalf of the ACCC;
 - b. considers complaints about vehicles with safety issues that will or may cause injury within the terms of the *Competition and Consumer Act 2010*, or that may not be compliant with the ADRs or other legislative requirements of the Act or Regulations.
15. Investigations may be conducted where there is evidence to support a systemic issue.
16. The Department does not provide a consumer advocacy function and cannot act on behalf of a complainant.
17. The Department has enforcement powers under the Act relating to matters of non-compliance with the ADRs, which include recalls but not vehicle safety recalls, which are a consumer safety matter covered by legislation administered by the ACCC. These vehicles comply with the ADRs.
18. The Department and the ACCC met with Volkswagen on 11 June 2013 and were advised that Volkswagen Australia would recall around 26,000 vehicles in Australia fitted with DSG7 **automatic** gearboxes and escalate their service campaign for 5,874 vehicles in Australia fitted with a Pumpe Duse fuel injection system to achieve early completion.
19. To date there is no evidence that faults with Volkswagen DSG gearboxes or Pumpe Duse diesel fuel injection systems have contributed to any fatalities.
20. The matter before the Victorian Coroner concerns a petrol **manual** Volkswagen vehicle.

Attachments: list attachments if applicable.

- Attachment A: Q&A
 Attachment B: Talking Points
 Attachment C: Department's Media Release
 Attachment D: Roles and Responsibilities of DoIT and ACCC

Questions and answers:

VOLKSWAGEN AUSTRALIA RECALL

Issue: Following media reports about alleged safety faults with some Volkswagen vehicles Volkswagen Australia issued a voluntary vehicle recall on 11 June 2013.

1. *What responsibilities the department has relating to this issue?*

The Department takes **any and all** reports of safety issues on Australia's roads very seriously.

The Department investigates evidence of safety defects and non-compliances with the Australian Design Rules and provides advice to the Australian Competition and Consumer Commission on automotive product recalls.

2. *Points which clearly demonstrate that the department has met those responsibilities.*

The Department has investigated recent reports of safety concerns with Volkswagen vehicles to establish whether systemic problems were involved and has worked closely with Volkswagen Australia and the ACCC. Following a meeting with the Department and the ACCC on 11 June 2013, Volkswagen Australia issued a recall notice.

3. *What role, if any, the department has played in VW issuing its recall notice?*

The Department has been involved in ongoing discussions with Volkswagen Australia following the recent report. These have also involved the Australian Competition and Consumer Commission and following the latest meeting on 11 June 2013, Volkswagen Australia has issued a voluntary recall in this instance.

However, the Government would not hesitate to use the powers it has if an issue was identified and it was not satisfied it was being resolved, noting that experience shows manufacturers do act responsibly if an issue is identified.

4. *When did the department first become aware of problems with Volkswagen DSG gearboxes?*

The Department first became aware of this complaint on 30 June 2013 and responded by immediately contacting the company and the ACCC.

5. *Why did the department not act on the diesel injector problem, despite its British counterpart, the Vehicle and Operator Service Agency, pushing Volkswagen to contact customers and repay motorists for costs incurred repairing faulty injectors?*

The fuel injection issue is subject to a service campaign in Australia, and manufacturers are not required to advise the Department of such matters. The

ACCC and state and territory fair trading agencies handle customer satisfaction issues.

6. *Why did the department not act on this safety issue earlier?*

The Department engaged with the ACCC and Volkswagen as soon as it became aware of an issue on 30 May 2013. Volkswagen announced voluntary recall action on 11 June 2013.

7. *What is the Department doing about the matter before the Victorian Coroner?*

The Department will consider the Coroner's findings once handed down. For further information on this inquest, enquiries should be directed to the Coroners Court of Victoria.

8. *How many complaints has the Department received?*

The Department takes any and all reports of safety issues on Australia's roads very seriously and examines all complaints received and pursues them with the relevant manufacturer. The Department investigates matters that may indicate systematic technical faults in vehicles but does not release details of complaints received or investigations undertaken.

Correct as at 2:15 pm AEST, 12 June 2013.

	Contact Officer	Media Contact
Name:	Judith Zielke	Vanessa Goodspeed
Title:	Executive Director	General Manager
Mobile:	s47F	s47F

MEDIA TALKING POINTS:

VOLKSWAGEN AUSTRALIA RECALL

Issue: Following media reports about alleged safety faults with some Volkswagen vehicles Volkswagen Australia issued a voluntary vehicle recall on 11 June 2013.

SUGGESTED POINTS

- Volkswagen Australia has initiated a recall of Golf, Jetta, Polo, Passat and Caddy models of vehicles manufactured between June 2008 and September 2011 with a 7-speed DSG gearbox.
- My department has been in discussions with Volkswagen Australia over the past two weeks [from 30 May] since claims of technical issues were first raised and our staff have sought evidence of these claims.
- Volkswagen Australia issued the voluntary recall of certain models following a meeting with the department and the ACCC yesterday [11 June].
- Volkswagen has also offered free diagnostic tests on any of their vehicles sold in Australia.
- We will remain in ongoing contact with Volkswagen and the ACCC on a range of matters.
- There is a concurrent recall of Volkswagen vehicles fitted with DSG 6 gearboxes that commenced in Australia in 2009. VW has contacted affected customers.
- Customers who believe they have paid for repairs which are now the subject of this recall, should contact Volkswagen Australia on 1800 504 076.
- The Government takes any and all reports of safety issues on Australia's roads very seriously. Manufacturers are well aware of how seriously we take vehicle safety and our expectations of them to act if they identify a potential issue.
- My department is actively monitoring both Volkswagen recalls and remains in contact in relation to a range of matters.
- The department examines all complaints received and pursues them with the relevant manufacturer. We investigate matters that may indicate systemic technical faults in vehicles. Concerns can be reported to us online at http://www.infrastructure.gov.au/vehicles/complaints_recalls/form_submission.aspx
- Anyone with concerns their vehicle may have a fault or own one of the vehicles identified by Volkswagen should contact the company.
- Volkswagen Australia hotline 1800 504 076 or vgasupport@volkswagen.com.au

If required

- It would be inappropriate to comment on the matter before the Victorian Coroner, except that we are monitoring its progress.

BACKGROUND – not for public release

There has been extensive media coverage of claims of faults to some Volkswagen models.

Reporting links this matter to the death of death of Melissa Ryan, a 32-year-old Melbourne woman who died in 2011 on the Monash Freeway while driving a 2008 Golf. This death is before the Victorian Coroner.

Reporting has encouraged more Volkswagen owners to come forward with complaints about potential faults to the department, Volkswagen and the media, notably public comments on media websites.

The department has been in ongoing contact with Volkswagen and met with them and the ACCC on 11 June 2013.

Volkswagen Australian issued a voluntary recall on the evening of 11 June, attached.

The department issued a media statement on 11 June 2013 and will issue another on 12 June 2013.

The Age on 12 June 2013 reported:

The Department of Infrastructure and Transport, which has not answered Fairfax Media's queries since Thursday, now faces serious questions about why it did not push Volkswagen to issue a recall in line with other countries.

Some of the DSG issues were addressed in the United States as early as 2009.

The department, which recommends safety recalls to the Australian Competition and Consumer Commission, also did not act on the diesel injector problem, despite its British counterpart, the Vehicle and Operator Service Agency, pushing Volkswagen to contact customers and repay motorists for thousands of dollars spent repairing faulty injectors.

Correct as at 2:05 pm AEST, 12 June 2013.

	Contact Officer	Media Contact
Name:	Judith Zielke	Vanessa Goodspeed
Title:	Executive Director	General Manager
Mobile:	s47F	s47F

Volkswagen Group Australia - Sydney



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11th June, 2013

Volkswagen Group Australia Announces Voluntary Recall

Volkswagen Group Australia today announced a voluntary recall for 25,928 vehicles fitted with 7-speed DSG gearbox (DQ200).

Vehicles affected include Golf, Jetta, Polo, Passat and Caddy and were produced between June 2008 and September 2011.

In isolated cases, an electronic malfunction in the control unit inside the gearbox mechatronics may result in a power interruption. Other important vehicle systems, such as steering and braking, along with other relevant systems, will continue to be fully functional. If, in rare cases, the car loses power while driving, the driver can remain in control to safely manoeuvre the car to a stop.

Volkswagen vehicles currently being produced and sold are not affected by this issue. Australian customers can have trust, peace of mind and confidence when purchasing a new Volkswagen vehicle.

Volkswagen Group Australia will replace the gearbox mechatronic unit on all potentially affected vehicles at no cost to the customer. At the same time, we will also update customers' vehicles with the latest software version.

Starting from July, owners of the affected vehicles will be contacted directly by Volkswagen Group Australia about the voluntary recall.

The invitation letters to schedule appointments for inspection and replacement of affected parts will be sent out in batches to the owners according to car model, production date and the supply of the necessary parts. Owners can continue to drive their vehicles as usual before the replacement.

In Volkswagen owners are invited to call the Customer Service Centre hotline on 1800 504 076 for this and all other technical inquiries. Customer satisfaction is Volkswagen's highest priority.



– MEDIA STATEMENT –

VOLKSWAGEN VEHICLE RECALL

Volkswagen Australia has initiated a recall of Golf, Jetta, Polo, Passat and Caddy models of vehicles manufactured between June 2008 and September 2011 with a 7-speed DSG gearbox.

The department has been in discussions with Volkswagen Australia over the past two weeks since claims of technical issues were first raised with us, and our staff have sought evidence of these claims.

Volkswagen Australia issued the voluntary recall of certain models following a meeting with the department and the ACCC yesterday.

Volkswagen has also offered free diagnostic tests on any of their vehicles sold in Australia.

We will remain in ongoing contact with Volkswagen and the ACCC on a range of matters.

There is a concurrent recall of Volkswagen vehicles fitted with DSG 6 gearboxes that commenced in Australia in 2009. Volkswagen has contacted affected customers.

Customers who believe they have paid for repairs which are now the subject of this recall advice should contact Volkswagen on 1800 504 076.

The department takes any and all reports of safety issues on Australia's roads very seriously. Manufacturers are well aware of how seriously we take vehicle safety and our expectations of them to act if they identify a potential issue.

The department continues to actively monitor both Volkswagen recalls.

The department examines all complaints received and pursues them with the relevant manufacturer. We investigate matters that may indicate systemic technical faults in vehicles. Concerns can be reported to us online at http://www.infrastructure.gov.au/vehicles/complaints_recalls/form_submission.aspx

Anyone with concerns their vehicle may have a fault or own one of the vehicles identified by Volkswagen should contact the company.

Volkswagen Australia hotline 1800 504 076 or vgasupport@volkswagen.com.au

Details on the recall are now available at www.accc.gov.au

Media questions should be emailed to: media@infrastructure.gov.au

ROLES AND RESPONSIBILITIES

Department of Infrastructure and Transport's Role in Relation to Motor Vehicle Safety

- *The Department of Infrastructure and Transport (DoIT) is the specialist Commonwealth agency in relation to motor vehicle safety and has primary responsibility for administering motor vehicle standards and monitoring motor vehicle recalls in Australia.*
- *The ACCC is the national product safety regulator and it relies on the expertise of the DoIT in relation to motor vehicle safety.*
 - *Information on the Department's role in vehicle complaints and recalls is available at <http://www.infrastructure.gov.au/vehicles>.*
- *Vehicles that are monitored by the Department of Infrastructure and Transport also fall within the jurisdiction of the ACCC.*
- *The Department of Infrastructure and Transport carries out safety investigations and monitors vehicle recalls on behalf of the [Australian Competition and Consumer Commission](#).*

Role of the ACCC

- *Suppliers have an obligation under the Trade Practices Act to notify the Commonwealth Minister when they undertake a recall.*
- *The ACCC receives the notification on behalf of the Minister and oversees the recall to ensure that it effectively removes the unsafe product from the marketplace and the hands of consumers. Information on complaints and recalls for consumers and suppliers is at www.accc.gov.au.*
- *The ACCC enforces and administers the Australian Consumer Law (ACL), which applies to corporations and other entities engaged in trade and commerce.*
- *The ACCC then acts via the Australian Consumer Law (ACL) as necessary. For example, the ACCC administers the consumer guarantee and recall provisions of the ACL and manages the one-stop-shop www.recalls.gov.au website.*
- *This site contains information about Australian product safety recalls and lists all recalls for vehicles.*

Product safety recalls and consumer guarantees

- *A recall remedy will normally be consistent with the consumer guarantees obligations. However, as the two regimes operate independently, the consumer guarantees provide rights that exist despite any remedy offered by a supplier under a recall. For instance, where the failure of a product amounts to a major failure, a consumer will still be entitled to reject the product and choose a refund despite the offer of replacement or repair under the supplier's recall.*
- *It is also important to note that a recalled good is not automatically considered 'unsafe' for the purposes of failing the consumer guarantee of acceptable quality under the consumer guarantees. The two regimes operate independently and the reason for the recall will still*

need to be considered in relation to the factors of whether the good is of 'acceptable quality'.

Consumer guarantees

- *Under the ACL, consumers are provided with certain guarantees when they purchase goods and services.*
- *Consumer guarantees are aimed at ensuring that goods are of 'acceptable quality' – that is, that the goods are safe, durable, acceptable in appearance and do all the things that the goods are ordinarily used for taking into account factors such as the nature and price of the goods.*
- *If a seller does not meet any of the consumer guarantees, the consumer is entitled to a remedy which may take the form of:*
 - *a refund*
 - *compensation for any reduction in value from the original price paid*
 - *a repair, or*
 - *replacement of the goods.*
- *Which remedy is appropriate under the ACL depends on the circumstances of the case and principally upon whether the fault is deemed to be a 'major failure' or not. This will also determine whether the consumer or the supplier may choose the remedy.*
- *Where a manufacturer does not meet their obligations under the consumer guarantees, the consumer will be entitled to recover damages from the manufacturer which may include compensation for any reasonably foreseeable loss.*
- *A major failure will occur when the good:*
 - *has a problem that would have stopped someone from buying it if they'd known about it*
 - *is unsafe*
 - *is significantly different from the sample or description*
 - *doesn't do what the business said it would, or what the consumer asked for and can't easily be fixed.*
- *Whether a fault in relation to a particular product is considered to be a major failure will generally be determined on the facts of each case.*

Questions and answers:

VOLKSWAGEN AUSTRALIA RECALL

Issue: Following media reports about alleged safety faults with some Volkswagen vehicles Volkswagen Australia issued a voluntary vehicle recall on 11 June 2013.

1. *What responsibilities the department has relating to this issue?*

The Department takes **any and all** reports of safety issues on Australia's roads very seriously.

The Department investigates evidence of safety defects and non-compliances with the Australian Design Rules and provides advice to the Australian Competition and Consumer Commission on automotive product recalls.

2. *Points which clearly demonstrate that the department has met those responsibilities.*

The Department has investigated recent reports of safety concerns with Volkswagen vehicles to establish whether systemic problems were involved and has worked closely with Volkswagen Australia and the ACCC. Following a meeting with the Department and the ACCC on 11 June 2013, Volkswagen Australia issued a recall notice.

The department and the ACCC are in discussions with Audi and Skoda in relation to same components used in some of their models.

3. *What role, if any, the department has played in VW issuing its recall notice?*

The Department has been involved in ongoing discussions with Volkswagen Australia following the recent report. These have also involved the Australian Competition and Consumer Commission and following the latest meeting on 11 June 2013, Volkswagen Australia has issued a voluntary recall in this instance.

However, the Government would not hesitate to use the powers it has if an issue was identified and it was not satisfied it was being resolved, noting that experience shows manufacturers do act responsibly if an issue is identified.

4. *When did the department first become aware of problems with the Volkswagen DSG 7 gearbox?*

The Department first became aware of this complaint on 30 May 2013 and responded by immediately contacting the company and the ACCC.

5. *Why did the department not act on the diesel injector problem, despite its British counterpart, the Vehicle and Operator Service Agency, pushing Volkswagen to contact customers and repay motorists for costs incurred repairing faulty injectors?*

The fuel injection issue is subject to a service campaign in Australia, and manufacturers are not required to advise the Department of such matters. The ACCC and state and territory fair trading agencies handle customer satisfaction issues.

6. *Why did the department not act on this safety issue earlier?*

The Department engaged with the ACCC and Volkswagen as soon as it became aware of an issue on 30 May 2013. Volkswagen announced voluntary recall action on 11 June 2013.

7. *What is the Department doing about the matter before the Victorian Coroner?*

The Department will consider the Coroner's findings once handed down. For further information on this inquest, enquiries should be directed to the Coroners Court of Victoria.

8. *How many complaints has the Department received?*

The Department takes any and all reports of safety issues on Australia's roads very seriously and examines all complaints received and pursues them with the relevant manufacturer. The Department investigates matters that may indicate systematic technical faults in vehicles but does not release details of complaints received or investigations undertaken.

Correct as at 12.25pm AEST, 15 June 2013.

	Contact Officer	Media Contact
Name:	Judith Zielke	Vanessa Goodspeed
Title:	Executive Director	General Manager
Mobile:	s47F [REDACTED]	s47F [REDACTED]

MEDIA TALKING POINTS:

VOLKSWAGEN AUSTRALIA RECALL

Issue: Following media reports about alleged safety faults with some Volkswagen vehicles, Volkswagen Australia issued a voluntary vehicle recall on 11 June 2013.

SUGGESTED POINTS

- Volkswagen Australia has initiated a recall of Golf, Jetta, Polo, Passat and Caddy models of vehicles manufactured between June 2008 and September 2011 with a 7-speed DSG gearbox.
- On 14 June 2013, Audi and Skoda issued recall notices for models using the same component.
- My department has been in discussions with Volkswagen Australia since 30 May 2013 when claims of technical issues were first raised and our staff sought evidence of these claims.
- Volkswagen Australia issued the voluntary recall of certain models following a meeting with the department and the ACCC on 11 June.
- Volkswagen has also offered free diagnostic tests on any of their vehicles sold in Australia.
- We will remain in ongoing contact with Volkswagen and the ACCC on a range of matters, as we will also with Audi and Skoda.
- There is a concurrent recall of Volkswagen vehicles fitted with DSG 6 gearboxes that commenced in Australia in 2009. VW has contacted affected customers.
- Customers who believe they have paid for repairs which are now the subject of this recall, should contact the manufacturer.
- The Government takes any and all reports of safety issues on Australia's roads very seriously. Manufacturers are well aware of how seriously we take vehicle safety and our expectations of them to act if they identify a potential issue.
- My department is actively monitoring Volkswagen, Audi and Skoda recalls and remains in contact in relation to a range of matters.
- The department examines complaints received and pursues them with the relevant manufacturer. We investigate matters that may indicate systemic technical faults in vehicles. Concerns can be reported to us online at http://www.infrastructure.gov.au/vehicles/complaints_recalls/form_submission.aspx

- Anyone with concerns their vehicle may have a fault or own one of the vehicles identified by Volkswagen, Audi or Skoda should contact the company.

Volkswagen Australia hotline 1800 504 076 or vgasupport@volkswagen.com.au

Audi Australia hotline 1800 502 834

Skoda Australia hotline 1800 607 540

If required

- It would be inappropriate to comment on the matter before the Victorian Coroner, except that we are monitoring its progress.

BACKGROUND – not for public release

There has been extensive media coverage of claims of faults to some Volkswagen models.

Reporting links this matter to the death of death of Melissa Ryan, a 32-year-old Melbourne woman who died in 2011 on the Monash Freeway while driving a 2008 Golf. This death is before the Victorian Coroner.

Reporting has encouraged more Volkswagen owners to come forward with complaints about potential faults to the department, Volkswagen and the media, notably public comments on media websites.

The department has been in ongoing contact with Volkswagen and met with them and the ACCC on 11 June 2013.

Volkswagen Australian issued a voluntary recall on the evening of 11 June, attached.

The Age on 12 June 2013 reported:

The Department of Infrastructure and Transport, which has not answered Fairfax Media's queries since Thursday, now faces serious questions about why it did not push Volkswagen to issue a recall in line with other countries.

Some of the DSG issues were addressed in the United States as early as 2009.

The department, which recommends safety recalls to the Australian Competition and Consumer Commission, also did not act on the diesel injector problem, despite its British counterpart, the Vehicle and Operator Service Agency, pushing Volkswagen to contact customers and repay motorists for thousands of dollars spent repairing faulty injectors.

Audi and Skoda subsequently agreed recall advice with ACCC on Friday, 14 June 2013 and the www.recalls.gov.au website was updated with recall information for models using the same component.

The department issued media statements on 11 June, 12 June and 14 June 2013, attached.

The department's statement on 14 June was issued following Audi's recall and prior to Skoda's recall being issued.

Correct as at 12:15 pm AEST, 15 June 2013.

	Contact Officer	Media Contact
Name:	Judith Zielke	Vanessa Goodspeed
Title:	Executive Director	General Manager
Mobile:	s47F	s47F

Volkswagen Group Australia - Sydney



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11th June, 2013

Volkswagen Group Australia Announces Voluntary Recall

Volkswagen Group Australia today announced a voluntary recall for 25,928 vehicles fitted with 7-speed DSG gearbox (DQ200).

Vehicles affected include Golf, Jetta, Polo, Passat and Caddy and were produced between June 2008 and September 2011.

In isolated cases, an electronic malfunction in the control unit inside the gearbox mechatronics may result in a power interruption. Other important vehicle systems, such as steering and braking, along with other relevant systems, will continue to be fully functional. If, in rare cases, the car loses power while driving, the driver can remain in control to safely manoeuvre the car to a stop.

Volkswagen vehicles currently being produced and sold are not affected by this issue. Australian customers can have trust, peace of mind and confidence when purchasing a new Volkswagen vehicle.

Volkswagen Group Australia will replace the gearbox mechatronic unit on all potentially affected vehicles at no cost to the customer. At the same time, we will also update customers' vehicles with the latest software version.

Starting from July, owners of the affected vehicles will be contacted directly by Volkswagen Group Australia about the voluntary recall.

The invitation letters to schedule appointments for inspection and replacement of affected parts will be sent out in batches to the owners according to car model, production date and the supply of the necessary parts. Owners can continue to drive their vehicles as usual before the replacement.

In Volkswagen owners are invited to call the Customer Service Centre hotline on 1800 504 076 for this and all other technical inquiries. Customer satisfaction is Volkswagen's highest priority.

Audi Australia P/L—Audi A1 and A3 (DSG Gearbox - 35CS)

PRA number: 2013/13634

Date published: 14th June 2013

Product information

Product description

Audi A1 (8X) and A3 (8P) - DSG gearbox (35CS)

Identifying features

Audi A1 (8X) and A3 (8P)

What are the defects?

Due to electrolysis, the DSG transmissions are susceptible to conductive deposits forming in the gearbox control units, possibly causing the gearbox fuse to blow. Should this happen, the clutch will fully open due to power supply failure, causing the vehicle to roll to a stop if in motion.

What are the hazards?

In the majority of cases, the fault occurs when the engine is started with the vehicle stationary. If the fuse blows while the vehicle is in motion, however, a sudden loss of power at the wheels could in certain circumstances cause a hazard to the occupants and to other road users. All other functions of the vehicle (steering, braking, etc.) remain fully active.

Dates available for sale

- **1st July 2008 - 31st July 2011**

Traders who sold this product

Authorised Audi dealerships

Supplier

Audi Australia P/L

Supplier's web site

<http://www.audi.com.au>

What should consumers do?

Vehicle owners will be contacted directly. For enquiries, owners may contact Audi Customer Service on 1-800-502-834.

Volkswagen—Skoda Octavia and Superb vehicles

PRA number: 2013/13635

Date published: 14th June 2013

Product information

Product description

All Skoda Octavia and Superb vehicles manufactured between November 2008 and August 2011

Identifying features

35C1

What are the defects?

Due to electrolysis, the DSG transmissions are susceptible to conductive deposits forming in the gearbox control units, possibly causing the gearbox fuse to blow. Should this happen, the clutch will fully open due to power supply failure, causing the vehicle to roll to a stop if in motion.

What are the hazards?

In the majority of cases, the fault occurs when the engine is started with the vehicle stationary. If the fuse blows while the vehicle is in motion, however, a sudden loss of power at the wheels could in certain circumstances occur while the vehicle is being driven. This may pose a hazard to the vehicle occupants and other road users. All other functions of the vehicle (steering, braking, etc.) remain fully active.

Traders who sold this product

Authorised Skoda dealers nationally

Supplier

Volkswagen Australia Pty Ltd

What should consumers do?

A letter is being sent to affected owners of the vehicles. For further information, customers can contact their local Skoda Authorised Service Centre or contact Skoda Customer Care on 1800 607 540.

Volkswagen Safety Media Coverage

Listen to this page

A A A

D2/2013

11 June 2013

The department takes any and all reports of safety issues on Australia's roads very seriously.

It is the responsibility of the department to investigate evidence of non-compliance with the Australian Design Rules and to provide advice to the Australian Competition and Consumer Commission on automotive product recalls.

The department has been working closely with Volkswagen Australia to investigate recent reports of safety concerns and understands the company will shortly issue a statement.

Consumers are strongly encouraged to read Volkswagen's statement and report any suspected vehicular faults to their dealer or directly to VW using the contact details below.

The Department continues to monitor the situation.

Volkswagen Australia hotline: 1800 504 076 or vgasupport@volkswagen.com.au

Media questions should be emailed to: media@infrastructure.gov.au

11 June 2013

Volkswagen Vehicle Recall

Listen to this page

A A A

Volkswagen Australia has initiated a recall of Golf, Jetta, Polo, Passat and Caddy models of vehicles manufactured between June 2008 and September 2011 with a 7-speed DSG gearbox.

The department has been in discussions with Volkswagen Australia over the past two weeks since claims of technical issues were first raised with us, and our staff have sought evidence of these claims.

Volkswagen Australia issued the voluntary recall of certain models following a meeting with the department and the ACCC yesterday.

Volkswagen has also offered free diagnostic tests on any of their vehicles sold in Australia.

We will remain in ongoing contact with Volkswagen and the ACCC on a range of matters.

There is a concurrent recall of Volkswagen vehicles fitted with DSG 6 gearboxes that commenced in Australia in 2009. Volkswagen has contacted affected customers.

Customers who believe they have paid for repairs which are now the subject of this recall advice should contact Volkswagen on 1800 504 076.

The department takes any and all reports of safety issues on Australia's roads very seriously. Manufacturers are well aware of how seriously we take vehicle safety and our expectations of them to act if they identify a potential issue.

The department continues to actively monitor both Volkswagen recalls.

The department examines complaints received and pursues them with the relevant manufacturer. We investigate matters that may indicate systemic technical faults in vehicles. Concerns can be reported to us online at www.infrastructure.gov.au/vehicles/complaints_recalls/form_submission.aspx

Anyone with concerns their vehicle may have a fault or own one of the vehicles identified by Volkswagen should contact the company.

Volkswagen Australia hotline: 1800 504 076 or vgasupport@volkswagen.com.au

Details on the recall are now available at www.accc.gov.au

The department and the ACCC are in discussions with Audi and Skoda in relation to same components used in some of their models.

Media questions should be emailed to: media@infrastructure.gov.au

12 June 2013

Audi Vehicle Recall

Listen to this page

A A A

Audi Australia has initiated a recall of A1 and A3 models vehicles sold between July 2008 and July 2011 with a DSG gearbox.

The department and the ACCC are in ongoing discussions with Audi in relation to these gearboxes, which are also the subject of a recall by Volkswagen

<http://www.recalls.gov.au/content/index.phtml/itemId/1048861>

Consumers who own one of the vehicles identified by Audi should contact the company.

- **Audi Australia hotline 1800 502 834**

The department has been in discussions with Audi since meeting with Volkswagen on Tuesday.

The department and the ACCC are also in discussions with Skoda in relation to the same component used in some of their models, and are advised that Skoda will be issuing a recall notice imminently.

Consumers who own a Skoda vehicle and have concerns that it may have a fault should contact the company.

- **Skoda Australia hotline 1800 607 540**

The department takes any and all reports of safety issues on Australia's roads very seriously. Manufacturers are well aware of how seriously we take vehicle safety and our expectations of them to act if they identify a potential issue.

The department continues to actively monitor the recalls.

The department examines complaints received and pursues them with the relevant manufacturer. We investigate matters that may indicate systemic technical faults in vehicles. Concerns can be reported to us online at http://www.infrastructure.gov.au/vehicles/complaints_recalls/form_submission.aspx

Details of the recall are now available at www.accc.gov.au

Media questions should be emailed to: media@infrastructure.gov.au

14 June 2013

PPQ

Volkswagen Golf Coronial Inquest

QUESTION

Is the Minister/Department aware of a Coroner's inquest into a fatal accident in Victoria in 2011 involving a Volkswagen Golf and what action is the Minister/Department taking in regard to recent reports of safety defects in Volkswagen vehicles?

GOVERNMENT POSITION

- I have asked my Department to monitor closely the Victorian Coroner's investigation into a fatal accident in January 2011 involving a Volkswagen Golf and a B-double truck.
- Upon receipt of the Coroner's report, my Department will consider the findings and recommendations and take appropriate action where relevant.
- My Department has been in discussions with Volkswagen Australia since 30 May 2013 when claims of technical issues were first raised and our staff sought evidence of these claims.
- Volkswagen Australia issued the voluntary recall of certain models following a meeting with the department and the ACCC on 11 June.
- On 14 June, Audi and Skoda issued recall notices for models using the same component.
- My Department is actively monitoring Volkswagen, Audi and Skoda recalls and remains in contact in relation to a range of matters.
- My Department examines complaints received and pursues them with the relevant manufacturer. We investigate matters that may indicate systemic technical faults in vehicles and advises the ACCC on automotive product recalls.
- We will remain in ongoing contact with Volkswagen and the ACCC on a range of matters, as we also will with Audi and Skoda.
- The Government takes any and all reports of safety issues on Australia's roads very seriously. Manufacturers are well aware of how seriously we take vehicle safety and our expectations of them to act if they identify a potential issue.

SENSITIVITIES

The matter is the subject of a Coronial inquest and as such will consider all related matters and influences. The Department will await the findings and consider any recommendations.

The inquest into Ms Ryan's death has received significant media coverage and interest, which is ongoing.

BACKGROUND

Ms Ryan's death and the Coroner's investigation

The accident in which Melissa Ryan was killed occurred in January 2011 on the Monash Freeway in Melbourne and involved a 2008 Volkswagen Golf vehicle and a B-double truck. This death is before the Victorian Coroner.

Reports indicate a B-double truck collided into the rear of Ms Ryan's car at around 100 kilometres per hour. Reports at the time said the car had slowed suddenly to 20km/h while in the fast lane. The truck driver reported not seeing any brake lights.

There has been extensive media coverage of claims of faults to some Volkswagen models experiencing sudden deceleration and linking this matter to the death of Melissa Ryan.

Reporting has encouraged more Volkswagen owners to come forward with complaints about potential faults to the department, Volkswagen and the media, notably public comments on media websites.

The Department has been in ongoing contact with Volkswagen and met with them and the ACCC on 11 June 2013.

The Department is not investigating Melissa Ryan's accident as the matter is before the Coroner who is due to bring down her findings on 31 July 2013.

The Department will await the Coroner's report, and will consider the findings and recommendations and take appropriate action where relevant.

Sudden deceleration and departmental investigations

As a result of the reporting of the inquest into Ms Ryan's death, the Department is investigating reports of VWs decelerating and is liaising closely with Volkswagen Australia.

Reports indicate vehicles manufactured with Volkswagen DSG gearboxes and also Volkswagen vehicles manufactured with a certain diesel fuel injection system (Pumpe Duse) experience sudden loss of power.

Recent Departmental and ACCC action has been focussed on Volkswagen vehicles manufactured with DSG7 gearboxes and Volkswagen Australia announced a recall of 25,928 vehicles manufactured with DSG7 gearboxes on 11 June 2013 following consultation with the Department and the ACCC. Audi and Skoda vehicles manufactured with DSG7 gearboxes will also be recalled.

The Department also undertook an investigation into service action initiated by Volkswagen Australia to rectify a fault in 5,874 vehicles manufactured with a Pumpe Duse diesel fuel injection system. This system was not fitted to Ms Ryan's vehicle.

The investigations into DSG7 gearboxes and Pumpe Duse diesel fuel injection systems have been closed at this stage but the Department will continue to actively monitor the situation.

	Contact Officer	SES Contact Officer
Name:	Graeme Skelton	Judith Zielke
Title:	Director Policy, Legislation and projects Vehicle Safety Standards	Executive Director Surface Transport Policy
Landline:	02 6274 8120	02 6 274 7266
Mobile:		
Last updated:	17 June 2013	

Connell Erik

From: s47F (personal)
Sent: Friday, 19 July 2013 2:59 PM
To: Recalls
Cc: s47F (personal)
Subject: Progress Report - Volkswagen Passenger Vehicle
Attachments: 35C1 - DQ200 Transmission - S-Mechatronics Replacement.pdf
Follow Up Flag: Follow up
Flag Status: Completed

To Whom It May Concern,

Please find additional report attached that was missed in yesterday's email.

If you have any questions or queries in relation to these reports, please feel free to call me.

Regards,

s47F
s47F (personal)

VOLKSWAGEN Group Australia
24 Muir Road
Chullora NSW 2190
PO Box 414, Regents Park NSW 2143

s47F (personal)
www.volkswagen.com.au

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Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 July 2013 DATE

Re: Service Campaign – 35C1 – DQ200 Transmission – S-Mechatronics Replacement

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign, **35C1 – DQ200 Transmission – S-Mechatronics Replacement** which commenced on the 11th June 2013.

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ABN 14 093 117 876

Model/s affected:	DQ200 Transmission
Year Model/s:	2008 - 2011
Total affected units:	24804
Total units completed:	239
Completion ratio:	0.96%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

Connell Erik

From: s47F (personal)
Sent: Tuesday, 14 May 2013 4:18 PM
To: Recalls
Cc: s47F (personal)
Subject: Progress Reports - Skoda Vehicles
Attachments: 23K5 - V Common Rail Balance Weight.pdf; 37F2 - A-CU - Direct Shift Gear Box.pdf
Follow Up Flag: Follow up
Flag Status: Completed

To Whom It May Concern,

Please find attached Skoda Vehicles Recall Progress Reports.

If you have any questions or queries in relation to these reports, please feel free to call me on s47F .

Regards,

s47F
(personal)

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PO Box 414, Regents Park NSW 2143

s47F (personal)
www.volkswagen.com.au

**ŠKODA AUSTRALIA**

24 Muir Road, Chullora NSW 2190, Australia

Canberra ACT 2601

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

Tel: s47F (personal)
Fax:
Email:
Date: 14 May 2013

Re: Service Campaign 37F2 – A-CU Direct Shift Gear Box

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **37F2 – A-CU Direct Shift Gear Box** which commenced on the 26 October 2009.

Model/s affected:	Octavia/Superb
Year Model/s:	2009
Total affected units:	169
Total units completed:	160
Completion ratio:	94.67%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

**ŠKODA AUSTRALIA**

24 Muir Road, Chullora NSW 2190, Australia

Canberra ACT 2601

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

Tel: s47F (personal)

Fax:

Email:

Date: 14 May 2013

Re: Service Campaign 23K5 – V Common Rail Balance Weight

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **23K5 – V Common Rail Balance Weight** which commenced on the 18 January 2012.

Model/s affected:	ALL
Year Model/s:	2009 - 2011
Total affected units:	85
Total units completed:	69
Completion ratio:	81.18%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

Connell Erik

From: s47F (personal)
Sent: Tuesday, 21 May 2013 1:31 PM
To: Recalls
Cc: s47F (personal)
Subject: Progress Reports - Volkswagen Commercial Vehicles
Attachments: 20K9- Fuel Pump Bolts.pdf; 20N8 - T5 - A Fuel Pipe Replacement.pdf; 23K2 - T5 - A Balance Weight for High Pressure Pipe.pdf; 37E8 - Caddy 1.9 TDI - A control unit of direct shift gear box.pdf; 46E5 - A Handbrake Lever Replacement.pdf; 97W8 - A-Cooling Fan Wiring Loom.pdf

Follow Up Flag: Follow up
Flag Status: Completed

To Whom It May Concern,

Please find attached Volkswagen Group Australia Commercial Vehicles Recall Progress Reports.

If you have any questions or queries in relation to these reports, please feel free to call me.

Regards,

s47F
(personal)

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CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE

YOUR MESSAGE

OUR REFERENCE

EXTENSION NUMBER

TELEFAX

EMAIL

21 May 2013

DATE

Re: Service Campaign 97W8 – A-Cooling Fan Wiring Loom

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **97W8 – A-Cooling fan wiring loom**, which commenced on the 27 February 2012.

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ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2003 - 2007
Total affected units:	3524
Total units completed:	1151
Completion ratio:	32.66%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

21 May 2013 DATE

Re: Service Campaign 46E5 – A Handbrake Lever Replacement

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **46E5 – A Handbrake Lever Replacement**, which commenced on the 06 April 2006.

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ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2004
Total affected units:	165
Total units completed:	144
Completion ratio:	87.27%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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Policy, Legislation and Projects
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Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE

YOUR MESSAGE

OUR REFERENCE

EXTENSION NUMBER

TELEFAX

EMAIL

21 May 2013

DATE

**Re: Service Campaign 37E8 – Caddy 1.9 TDI - A control unit of direct
Shift gear box**

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service
campaign **37E8 – Caddy 1.9 TDI - A control unit of direct
Shift gear box** which commenced on the 9 November 2009.

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FAX +61 2 9742 7280

ABN 14 093 117 876

Model/s affected: **Caddy 1.9 TDI**

Year Model/s: **2009 - 2010**

Total affected units: **251**

Total units completed: **237**

Completion ratio: **94.42%**

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE

YOUR MESSAGE

OUR REFERENCE

EXTENSION NUMBER

TELEFAX

EMAIL

21 May 2013

DATE

Re: Service Campaign 23K2 – T5 – A Balance Weight for High Pressure Pipe

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **23K2 – T5 – A Balance Weight for High Pressure Pipe** which commenced on the 18 January 2012.

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ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2010 - 2011
Total affected units:	587
Total units completed:	502
Completion ratio:	85.52%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE

YOUR MESSAGE

OUR REFERENCE

EXTENSION NUMBER

TELEFAX

EMAIL

21 May 2013

DATE

Re: Service Campaign 20N8 – T5 – A Fuel Pipe Replacement

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **20N8 – T5 – A Fuel Pipe Replacement**, which commenced on the 26 May 2008

VOLKSWAGEN GROUP AUSTRALIA

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FAX +61 2 9742 7280

ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2007
Total affected units:	96
Total units completed:	93
Completion ratio:	96.88%

Yours sincerely,

s47F (personal)

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Policy, Legislation and Projects
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GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE

YOUR MESSAGE

OUR REFERENCE

EXTENSION NUMBER

TELEFAX

EMAIL

21 May 2013

DATE

Re: Service Campaign 20K9 – T5 1.9 Diesel – A Tandem Pump

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **20K9 – T5 1.9 Diesel – A Tandem Pump** which commenced on the 11 February 2005.

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ABN 14 093 117 876

Model/s affected: **T5 1.9 Diesel**

Year Model/s: **2005**

Total affected units: **264**

Total units completed: **253**

Completion ratio: **95.83%**

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

Connell Erik

From: s47F (personal)
Sent: Tuesday, 21 May 2013 2:06 PM
To: Recalls
Cc: s47F (personal)
Subject: Progress Reports - Volkswagen Passenger Vehicles
Attachments: 13C5 - Golf V 2.0L - Two Mass Fly Wheel.pdf; 20K9 - 1K Golf - A Tandem Pump.pdf; 23K2 -V Common Rail Balance.pdf; 37E8 - 6 Speed DSG DQ250 - Control unit of direct shift gearbox.pdf; 45B1 - Bora, Golf, Beetle - A Replacement of ABS.pdf; 47H2 - 6N Polo - Vacuum Pipe on Break Servo.pdf; 69F5 - 7L Touareg - A Rear Belt Lock.pdf; 92B6 - Passat - A Wiper Motor Cap.pdf; 97W5 - Polo - Airbag Wiring.pdf
Follow Up Flag: Follow up
Flag Status: Completed

To Whom It May Concern,

Please find attached Volkswagen Group Australia Passenger Vehicles Recall Progress Reports.

If you have any questions or queries in relation to these reports, please feel free to call me.

Regards,

s47F (personal)

VOLKSWAGEN Group Australia
 24 Muir Road
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Phone: s47F (personal) | **Fax:** s47F (personal)
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s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

21 May 2013 DATE

Re: Service Campaign 97W5 – 9N Polo - Airbag Wiring Loom

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **97W5 – 9N Polo - Airbag Wiring Loom** which commenced on the 05 November 2011

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ABN 14 093 117 876

Model/s affected:	9N Polo
Year Model/s:	2003 - 2010
Total affected units:	5206
Total units completed:	3018
Completion ratio:	57.97%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

21 May 2013 DATE

Re: Service Campaign 92B6 – Passat - A Wiper Motor Cap

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **92B6 – Passat - A Wiper Motor Cap**, which commenced on the 07 December 2006.

VOLKSWAGEN GROUP AUSTRALIA
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ABN 14 093 117 876

Model/s affected:	Passat
Year Model/s:	2006 - 2007
Total affected units:	876
Total units completed:	871
Completion ratio:	99.43%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

21 May 2013 DATE

Re: Service Campaign - 69F5 – 7L Touareg – A Rear Belt Lock

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **69F5 – 7L Touareg – A Rear Belt Lock**, which commenced on the 1 July 2004.

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ABN 14 093 117 876

Model/s affected:	7L Touareg
Year Model/s:	2003 - 2004
Total affected units:	810
Total units completed:	807
Completion ratio:	99.63%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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Section Head
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GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

21 May 2013 DATE

Re: Service Campaign – 47H2 - 6N Polo – Vacuum Pipe on Break Servo

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **47H2 - 6N Polo – Vacuum Pipe on Break Servo**, which commenced on the 24 May 2002.

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ABN 14 093 117 876

Model/s affected:	6N Polo
Year Model/s:	1998 - 2000
Total affected units:	3574
Total units completed:	3369
Completion ratio:	94.26%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

21 May 2013 DATE

Re: Service Campaign 45B1 - Bora, Golf, Beetle - A Replacement of ABS Control Unit

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **45B1 - Bora, Golf, Beetle - A Replacement of ABS Control Unit**, which commenced on the 28 February 2002.

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
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PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	Bora, Golf & Beetle
Year Model/s:	2001 - 2002
Total affected units:	2827
Total units completed:	2717
Completion ratio:	96.11%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE

YOUR MESSAGE

OUR REFERENCE

EXTENSION NUMBER

TELEFAX

EMAIL

21 May 2013

DATE

Re: Service Campaign – 37E8 - 6 Speed DSG DQ250 - Control unit of direct shift gearbox

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign, **37E8 - 6 Speed DSG DQ250 - Control unit of direct shift gearbox** which commenced on the 16 October 2009.

VOLKSWAGEN GROUP AUSTRALIA

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FAX +61 2 9742 7280

ABN 14 093 117 876

Model/s affected: **6 Speed DSG DQ250**

Year Model/s: **2009 - 2010**

Total affected units: **4586**

Total units completed: **4525**

Completion ratio: **98.67%**

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

21 May 2013 DATE

Re: Service Campaign 23K2 – 2.0 Litre CR TDI - A balance weight of high pressure pipe

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **Service Campaign 23K2 – 2.0 Litre CR TDI - A balance weight of high pressure pipe**, which commenced on the 18 January 2012

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24 MUIR ROAD
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FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	2.0 Litre CR TDI
Year Model/s:	2009 - 2011
Total affected units:	6594
Total units completed:	5921
Completion ratio:	89.79%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

21 May 2013 DATE

Re: Service Campaign 20K9 - 1K Golf – A Tandem Pump

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **20K9 - 1K Golf – A Tandem Pump**, which commenced on the 10 December 2004.

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
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FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	1K Golf
Year Model/s:	2004 - 2005
Total affected units:	213
Total units completed:	213
Completion ratio:	100.00%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

21 May 2013 DATE

Re: Service Campaign – 13C5 – Golf V 2.0L – Two Mass Fly Wheel

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign, **13C5 – Golf V 2.0L – Two Mass Fly Wheel** which commenced on the 12 September 2005.

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FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	Golf V 2.0L TDI
Year Model/s:	2004 - 2005
Total affected units:	473
Total units completed:	462
Completion ratio:	97.67%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

Lilley Simon

From: s47F (personal)
Sent: Thursday, 6 June 2013 6:54 PM
To: Hogan Robert
Cc: Lilley Simon
Subject: Customer help line

Hi Robert,

Thank you for the opportunity to discuss various matters relating to service campaign 23H9 and the numerous contacts that have been generated as a result of recent news articles. As advised Volkswagen Group Australia is very concerned with the fact that we are unable to contact a number of customers that have made comments. We have approached the relevant media organizations to obtain relevant details and permission to contact customers to investigate and resolve their individual concerns, however despite several attempts to obtain these details we have been unable gain access to the required information.

I wish to re-confirm that we are most anxious to be given the opportunity to contact the various customers individually and to this end we have set up a special hotline and e-mail address for customers to contact us in relation to any concern that they may feel that they have with their Volkswagen vehicle.

I understand that your department has also received a number of contacts from customers and that due to privacy issues you have approximately 20 cases that you can forward to me in the first instance. We would like to receive these comments as soon as possible and give you an undertaking that we will action each case as soon as they come to hand.

The contact details are as follows, 1800 504076 or e-mail vgasupport@volkswagen.com.au I would like to request that any contacts you receive are referred to these contact points and we will undertake to investigate and resolve any concerns as quickly as possible.

Thank you once again for the opportunity to talk with you.

Best regards

s47F (personal)

Volkswagen Group Australia
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 Chullora NSW 2190

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 PO Box 414
 Regents Park NSW 2143

Direct s47F (personal)
 Main +61 (02) 9695 6000
 Fax s47F (personal)
www.volkswagen.com.au

Connell Erik

From: Hogan Robert
Sent: Thursday, 6 June 2013 7:02 PM
To: s47F (personal)
Cc: Lilley Simon; Skelton Graeme; Connell Erik
Subject: RE: Customer help line [SEC=UNCLASSIFIED]

s47

Simon sent copies of 18 formal complaints a little earlier, with a couple more still to follow.

While we have received some 500 emails and phone calls, it is not yet clear how many of these will translate into formal complaints.

We will incorporate the phone and email details into our general response and, if the occasion arises, into responses to the media.

Regards

Robert

From: s47F (personal)
Sent: Thursday, 6 June 2013 6:54 PM
To: Hogan Robert
Cc: Lilley Simon
Subject: Customer help line

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I understand that your department has also received a number of contacts from customers and that due to privacy issues you have approximately 20 cases that you can forward to me in the first instance. We would like to receive these comments as soon as possible and give you an undertaking that we will action each case as soon as they come to hand.

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Thank you once again for the opportunity to talk with you.

Best regards

s47F
(personal)

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www.volkswagen.com.au

Connell Erik

From: s47F (personal)
Sent: Thursday, 6 June 2013 7:51 PM
To: Hogan Robert
Cc: Lilley Simon; Skelton Graeme; Connell Erik
Subject: RE: Customer help line [SEC=UNCLASSIFIED]

Hi Robert,

Thank you I have received the contacts from Simon now and we will action them right away, in relation to our meeting on Tuesday is it possible for you to send me an invitation detailing the exact topics you would like to discuss to enable me to properly prepare, I have also been in contact with our parent company and they have requested that I provide them with some greater detail as they would like to possibly send a representative to Australia who can assist me in providing detailed information on the background of these topics.

Best regards

s47

From: Hogan Robert [<mailto:Robert.Hogan@infrastructure.gov.au>]
Sent: Thursday, 6 June 2013 7:02 PM
To: s47F (personal)
Cc: Lilley Simon; Skelton Graeme; Connell Erik
Subject: RE: Customer help line [SEC=UNCLASSIFIED]

s47

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Regards

Robert

From: s47F (personal)
Sent: Thursday, 6 June 2013 6:54 PM
To: Hogan Robert
Cc: Lilley Simon
Subject: Customer help line

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I wish to re-confirm that we are most anxious to be given the opportunity to contact the various customers individually and to this end we have set up a special hotline and e-mail address for customers to contact us in relation to any concern that they may feel that they have with their Volkswagen vehicle.

I understand that your department has also received a number of contacts from customers and that due to privacy issues you have approximately 20 cases that you can forward to me in the first instance. We would like to receive these comments as soon as possible and give you an undertaking that we will action each case as soon as they come to hand.

The contact details are as follows, 1800 504076 or e-mail vgasupport@volkswagen.com.au I would like to request that any contacts you receive are referred to these contact points and we will undertake to investigate and resolve any concerns as quickly as possible.

Thank you once again for the opportunity to talk with you.

Best regards

s47F
(personal)

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If you have received this e-mail in error, please notify the Department on (02) 6274-7111 and delete all copies of this transmission together with any attachments.

Connell Erik

From: Hogan Robert
Sent: Thursday, 6 June 2013 8:01 PM
To: s47F (personal)
Cc: Lilley Simon; Skelton Graeme; Connell Erik
Subject: RE: Customer help line [SEC=UNCLASSIFIED]

s47

At this stage:

1. Any potential issues (including particularly ADR non-compliances or other systemic defects that will or may cause injury or consumer claims of such) you are aware of with any VW models in Australia
2. How you are addressing consumer concerns
3. Discussion of the service campaign and whether it should now be considered a voluntary recall (ACCC will be able to advise)
4. Initial reactions to the formal complaints. This may overlap in part with 1.

I will check with the team tomorrow to make sure I have covered matters.

From discussion today I had the impression that you (and your local team) would have sufficient detail for now. If, following discussion, we need more detail, we could arrange another meeting including representation from overseas, but this is VW's call.

Regards

Robert

From: s47F (personal)
Sent: Thursday, 6 June 2013 7:51 PM
To: Hogan Robert
Cc: Lilley Simon; Skelton Graeme; Connell Erik
Subject: RE: Customer help line [SEC=UNCLASSIFIED]

Hi Robert,

Thank you I have received the contacts from Simon now and we will action them right away, in relation to our meeting on Tuesday is it possible for you to send me an invitation detailing the exact topics you would like to discuss to enable me to properly prepare, I have also been in contact with our parent company and they have requested that I provide them with some greater detail as they would like to possibly send a representative to Australia who can assist me in providing detailed information on the background of these topics.

Best regards

s47

From: Hogan Robert [<mailto:Robert.Hogan@infrastructure.gov.au>]
Sent: Thursday, 6 June 2013 7:02 PM
To: s47F (personal)
Cc: Lilley Simon; Skelton Graeme; Connell Erik
Subject: RE: Customer help line [SEC=UNCLASSIFIED]

s47

Simon sent copies of 18 formal complaints a little earlier, with a couple more still to follow.

While we have received some 500 emails and phone calls, it is not yet clear how many of these will translate into formal complaints.

We will incorporate the phone and email details into our general response and, if the occasion arises, into responses to the media.

Regards

Robert

From: s47F (personal)
Sent: Thursday, 6 June 2013 6:54 PM
To: Hogan Robert
Cc: Lilley Simon
Subject: Customer help line

Hi Robert,

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I wish to re-confirm that we are most anxious to be given the opportunity to contact the various customers individually and to this end we have set up a special hotline and e-mail address for customers to contact us in relation to any concern that they may feel that they have with their Volkswagen vehicle.

I understand that your department has also received a number of contacts from customers and that due to privacy issues you have approximately 20 cases that you can forward to me in the first instance. We would like to receive these comments as soon as possible and give you an undertaking that we will action each case as soon as they come to hand.

The contact details are as follows, 1800 504076 or e-mail vgasupport@volkswagen.com.au I would like to request that any contacts you receive are referred to these contact points and we will undertake to investigate and resolve any concerns as quickly as possible.

Thank you once again for the opportunity to talk with you.

Best regards

s47F
(personal)

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Lilley Simon

From: s47F (personal)
Sent: Saturday, 8 June 2013 11:25 AM
To: Hogan Robert
Cc: Lilley Simon; s47F (personal)
Subject: Vehicle recall 35C1 notification

Importance: High
Sensitivity: Confidential

Dear Robert,

As discussed by telephone on Friday afternoon I wish to advise that following our telephone conversation and agreement that Volkswagen Group Australia will declare this field action 35C1 on certain DSG Gearboxes as a voluntary recall I can provide the preliminary information to you and assure you that we will commence action to recover the below mentioned vehicles in line with the procedures in the FCAI code of practice as soon as the necessary parts become available, an initial letter will be posted to owners of potentially affected vehicles next week advising them of our intentions, as discussed we will be s47 (commercially valuable)

Also as discussed a few minutes ago as full details are not currently available at the moment I am unable to provide you with the necessary information in the normal format however this information will be formulated and forwarded to the interested parties very soon, based on this it is agreed that you will forward a copy of this e-mail to the ACCC in the first instance.

Thank you for the opportunity to discuss.

Best regards

s47F
 (persona

8 June 2013

Dear Robert:

Voluntary Recall 35C1

Volkswagen Group Australia wish to advise you of our intention to conduct a voluntary recall on certain Volkswagen Polo, Golf, Jetta, Passat, Caddy and Skoda Octavia and Superb models to replace the mechatronics in certain DSG gearboxes.

A total of 25,960 Volkswagen Vehicles and 1,746 Skoda Vehicles are potentially affected, Full details of affected model years will be forwarded to you along with the repair instructions as they become available. We estimate that we will be able to commence this action in September when parts become available. We will provide details to you shortly on the rectification procedure and the Customer notification letters.

Yours sincerely

s47F (personal)

s47F (personal)

Volkswagen Group Australia

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www.volkswagen.com.au

Lilley Simon

From: s47F (personal)
Sent: Tuesday, 11 June 2013 8:48 PM
To: Hogan Robert; Lilley Simon
Cc: s47F (personal)
Subject: Meeting at your office
Attachments: DQ200 DSG Direct Shift Gearbox2.pdf; PPD_AUS_DOT & ACCC_06_11_2013_V02.ppt
Importance: High
Sensitivity: Confidential

Hi Robert and Simon,

Thank you for the opportunity to present the information to you and your colleagues from the ACCC on the subject of our field service campaign 23H9 for the diesel pump injector and voluntary recall 35C1 for the DSG Gearbox mechatronics unit, as promised please find a copy of my presentation on both topics that I ask that you keep in confidence which outlines the bases for initiating these field actions respectively as a service campaign with active customer notification (23H9) and a voluntary recall (35C1).

As advised we will follow the FCAI code of practice in relation to voluntary recall 35C1 were we will run the prescribed recall notice with the deletion of the word safety.

The press add and any correspondences will stipulate that we have initiated a voluntary recall and we will send a pre notice to potentially affected customers advising that the voluntary recall will commence when parts become available, we will then send an additional letter to advise that the parts are now available and customers should make an appointment to see a dealer to have the work carried out at no charge.

In relation to our service campaign with active customer notification 23H9 we have written to all outstanding customers following the guidelines set out FCAI code of practice, in the case of both field actions we undertake to perform a vehicle registration search through NEVDIS to maximize our recovery rates, and we will report the progress of both 23H9 and 35C1 to the DOT every month.

Thank you once again for the opportunity to present this information to you to enable a better understanding as to the actual situation in the market.

Best regards

s47F (personal)

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 Chullora NSW 2190

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Pages 2 to 25 exempt - s47

Connell Erik

From: Lilley Simon
Sent: Wednesday, 12 June 2013 1:52 PM
To: s47F (personal)
Cc: Skelton Graeme; Hogan Robert; Loxton Sue; Connell Erik
Subject: Volkswagen Hotline difficulties De-classified

s47F

Just to let you know that we are starting to receive calls from VW customers whom are experiencing difficulties in getting through to the VW call centre.

Rgds

Simon Lilley

Vehicle Safety Standards | Surface Transport Policy

Department of Infrastructure and Transport.

Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia

Phone +61 2 6274 7669 | **Fax** +61 2 6274 7477 | **Email** simon.lilley@infrastructure.gov.au | **Web**

www.infrastructure.gov.au

Surface Transport Policy contributes to the wellbeing of all Australians by developing and implementing national reforms in surface transport policy and regulation (maritime, shipping, rail and road transport reforms) to achieve efficient, productive, safe, and sustainable outcomes which are environmentally friendly and enhance Australia's international competitiveness.

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Connell Erik

From: Lilley Simon
Sent: Wednesday, 12 June 2013 4:27 PM
To: s47F (personal)
Cc: Hogan Robert; Skelton Graeme; Connell Erik; Zielke Judith
Subject: VW Hotline issues De-classified

Importance: High

s47F
(personal)

Just so you know, we are still receiving phone calls (@4.00pm) from VW owners claiming that they are unable to get through on the VW hotline.

Rgds

Simon Lilley

Vehicle Safety Standards | Surface Transport Policy

Department of Infrastructure and Transport.

Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia

Phone +61 2 6274 7669 | **Fax** +61 2 6274 7477 | **Email** simon.lilley@infrastructure.gov.au | **Web**

www.infrastructure.gov.au

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Connell Erik

From: s47F (personal)
Sent: Wednesday, 12 June 2013 7:19 PM
To: Lilley Simon
Cc: Hogan Robert; Skelton Graeme; Connell Erik; Zielke Judith; Loxton Sue
Subject: RE: Formal complaints received 12 June 2013 De-classified

Hi Simon,

Thank you I will pass them onto our client relations team for immediate follow up.

Best regards

s47

From: Lilley Simon [<mailto:Simon.Lilley@infrastructure.gov.au>]
Sent: Wednesday, 12 June 2013 4:03 PM
To: s47F (personal)
Cc: Hogan Robert; Skelton Graeme; Connell Erik; Zielke Judith; Loxton Sue
Subject: Formal complaints received 12 June 2013 De-classified
Importance: High

Good Afternoon s47

Attached are the complaints received and processed up til 4.00pm 12 June 2013.

Happy to discuss further if needed.

Regards

Simon Lilley

Vehicle Safety Standards | Surface Transport Policy
 Department of Infrastructure and Transport.

Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia

Phone +61 2 6274 7669 | **Fax** +61 2 6274 7477 | **Email** simon.lilley@infrastructure.gov.au | **Web**
www.infrastructure.gov.au

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Connell Erik

From: s47F (personal)
Sent: Wednesday, 12 June 2013 9:14 PM
To: Lilley Simon
Cc: Hogan Robert; Skelton Graeme; Connell Erik; Zielke Judith
Subject: Re: VW Hotline issues De-classified

Hi Simon,

We are being inundated by the overwhelming number of calls we are receiving through our call centre today the call volume has increased twelve fold based on our normal volume plus a massive increase one-mail traffic has stretched our resources to breaking point.

Our call centre advise that the majority of lost calls are in fact lost within a matter of seconds, so people seem to be hanging up very quickly, we can't possibly copper with such short waiting times, we have employed an additional six operators to help and will do our utmost to get on top of things tomorrow.

Best regards

s47

Sent from my iPhone

On 12/06/2013, at 4:26 PM, "Lilley Simon" <Simon.Lilley@infrastructure.gov.au> wrote:

Hi s47

Just so you know, we are still receiving phone calls (@4.00pm) from VW owners claiming that they are unable to get through on the VW hotline.

Rgds

Simon Lilley

Vehicle Safety Standards |Surface Transport Policy

Department of Infrastructure and Transport.

Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia

Phone +61 2 6274 7669 | **Fax** +61 2 6274 7477 | **Email** simon.lilley@infrastructure.gov.au |

Web www.infrastructure.gov.au

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and delete all copies of this transmission together with any attachments.

Connell Erik

From: s47F (personal)
Sent: Saturday, 15 June 2013 2:18 PM
To: Lilley Simon
Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik
Subject: RE: Formal compliants 14 JUNE 2013 De-classified

Hi Simon,

Thank you for sending these through we will action them as quickly as possible, has the number of contacts to your office stated to subside yet ?.

Best regards

s47F
 E

-----Original Message-----

From: Lilley Simon [<mailto:Simon.Lilley@infrastructure.gov.au>]
Sent: Friday, 14 June 2013 4:04 PM
To: s47F (personal)
Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik
Subject: Formal compliants 14 JUNE 2013 De-classified

Good Afternoon s47F
 (here)

Attached is a list of 10 formal complaint received and processed up till 14 June 2013.

Happy to discuss further with you if need be.

Rgds

Simon Lilley

Vehicle Safety Standards |Surface Transport Policy Department of Infrastructure and Transport.
 Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia Phone +61 2 6274 7669 |
 Fax +61 2 6274 7477 | Email simon.lilley@infrastructure.gov.au | Web www.infrastructure.gov.au

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Connell Erik

From: Lilley Simon
Sent: Monday, 17 June 2013 8:59 AM
To: s47F (personal)
Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik
Subject: RE: Formal compliants 14 JUNE 2013 De-classified

Good morning s47
 Thanks s47, the number of contacts has slowed - only 10 emails received since Friday afternoon.
 Also could you provide a copy of the relevant pages from the owner's manual on the correct method to operate the DSG for a 2012 VW Golf.
 Cheers
 Simon

-----Original Message-----

From: s47F (personal)
Sent: Saturday, 15 June 2013 2:18 PM
To: Lilley Simon
Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik
Subject: RE: Formal compliants 14 JUNE 2013 De-classified

Hi Simon,

Thank you for sending these through we will action them as quickly as possible, has the number of contacts to your office stated to subside yet ?.

Best regards

s47
 E

-----Original Message-----

From: Lilley Simon [<mailto:Simon.Lilley@infrastructure.gov.au>]
Sent: Friday, 14 June 2013 4:04 PM
To: s47F (personal)
Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik
Subject: Formal compliants 14 JUNE 2013 De-classified

Good Afternoon s47F
 (here)

Attached is a list of 10 formal complaint received and processed up till 14 June 2013.

Happy to discuss further with you if need be.

Rgds

Simon Lilley
 Vehicle Safety Standards |Surface Transport Policy Department of Infrastructure and Transport.
 Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia Phone +61 2 6274 7669 |
 Fax +61 2 6274 7477 | Email simon.lilley@infrastructure.gov.au | Web www.infrastructure.gov.au

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Connell Erik

From: s47F (personal)
Sent: Monday, 17 June 2013 4:24 PM
To: Lilley Simon
Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik
Subject: RE: Formal complaint from 17 JUNE 2013 [SEC=UNCLASSIFIED]

Hi Simon,

Thank you I will pass this onto our client relations team for follow up.

Cheers

s47F

-----Original Message-----

From: Lilley Simon [<mailto:Simon.Lilley@infrastructure.gov.au>]
Sent: Monday, 17 June 2013 4:19 PM
To: s47F (personal)
Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik
Subject: Formal complaint from 17 JUNE 2013 [SEC=UNCLASSIFIED]

Good afternoon s47F

Attached is a one compliant which has been received and processed from 17 June 2013.

Regards

Simon
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Connell Erik

From: s47F (personal)
Sent: Tuesday, 18 June 2013 11:39 AM
To: Recalls
Cc: s47F (personal)
Subject: Progress Reports - Volkswagen Commercial Vehicles
Attachments: 20K9- Fuel Pump Bolts.pdf; 20N8 - T5 - A Fuel Pipe Replacement.pdf; 23K2 - T5 - A Balance Weight for High Pressure Pipe.pdf; 37E8 - Caddy 1.9 TDI - A control unit of direct shift gear box.pdf; 46E5 - A Handbrake Lever Replacement.pdf; 97W8 - A-Cooling Fan Wiring Loom.pdf

Follow Up Flag: Follow up
Flag Status: Completed

To Whom It May Concern,

Please find attached Volkswagen Group Australia Commercial Vehicles Recall Progress Reports.

If you have any questions or queries in relation to these reports, please feel free to call me.

Regards,

s47F
(personal)

VOLKSWAGEN Group Australia
24 Muir Road
Chullora NSW 2190
PO Box 414, Regents Park NSW 2143

Phone: s47F (personal) | **Fax:** s47F (personal)
www.volkswagen.com.au

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 97W8 – A-Cooling Fan Wiring Loom

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **97W8 – A-Cooling fan wiring loom**, which commenced on the 27 February 2012.

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2003 - 2007
Total affected units:	3524
Total units completed:	1191
Completion ratio:	33.80%

s47F (personal)

Volkswagen Group Australia

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GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 46E5 – A Handbrake Lever Replacement

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **46E5 – A Handbrake Lever Replacement**, which commenced on the 06 April 2006.

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ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2004
Total affected units:	165
Total units completed:	144
Completion ratio:	87.27%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 37E8 – Caddy 1.9 TDI - A control unit of direct Shift gear box

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **37E8 – Caddy 1.9 TDI - A control unit of direct Shift gear box** which commenced on the 9 November 2009.

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ABN 14 093 117 876

Model/s affected:	Caddy 1.9 TDI
Year Model/s:	2009 - 2010
Total affected units:	251
Total units completed:	237
Completion ratio:	94.42%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 23K2 – T5 – A Balance Weight for High Pressure Pipe

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **23K2 – T5 – A Balance Weight for High Pressure Pipe** which commenced on the 18 January 2012.

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ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2010 - 2011
Total affected units:	587
Total units completed:	508
Completion ratio:	86.54%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 20N8 – T5 – A Fuel Pipe Replacement

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **20N8 – T5 – A Fuel Pipe Replacement**, which commenced on the 26 May 2008

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ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2007
Total affected units:	96
Total units completed:	93
Completion ratio:	96.88%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 20K9 – T5 1.9 Diesel – A Tandem Pump

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **20K9 – T5 1.9 Diesel – A Tandem Pump** which commenced on the 11 February 2005.

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ABN 14 093 117 876

Model/s affected:	T5 1.9 Diesel
Year Model/s:	2005
Total affected units:	264
Total units completed:	253
Completion ratio:	95.83%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

Connell Erik

From: s47F (personal)
Sent: Tuesday, 18 June 2013 2:14 PM
To: Recalls
Cc: s47F (personal)
Subject: Progress Reports - Volkswagen Passenger Vehicles
Attachments: 13C5 - Golf V 2.0L - Two Mass Fly Wheel.pdf; 23K2 -V Common Rail Balance.pdf; 37E8 - 6 Speed DSG DQ250 - Control unit of direct shift gearbox.pdf; 45B1 - Bora, Golf, Beetle - A Replacement of ABS.pdf; 47H2 - 6N Polo - Vacuum Pipe on Break Servo.pdf; 69F5 - 7L Touareg - A Rear Belt Lock.pdf; 69J5 - up! - Airbag Control Unit.pdf; 92B6 - Passat - A Wiper Motor Cap.pdf; 97W5 - Polo - Airbag Wiring.pdf; 20K9 - 1K Golf - A Tandem Pump.pdf
Follow Up Flag: Follow up
Flag Status: Completed

To Whom It May Concern,

Please find attached Volkswagen Group Australia Passenger Vehicles Recall Progress Reports.

If you have any questions or queries in relation to these reports, please feel free to call me.

Regards,

s47F (personal)

VOLKSWAGEN Group Australia
 24 Muir Road
 Chullora NSW 2190
 PO Box 414, Regents Park NSW 2143

Phone: s47F (personal) | **Fax:** s47F (personal)
www.volkswagen.com.au

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CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 97W5 – 9N Polo - Airbag Wiring Loom

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **97W5 – 9N Polo - Airbag Wiring Loom** which commenced on the 05 November 2011

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ABN 14 093 117 876

Model/s affected:	9N Polo
Year Model/s:	2003 - 2010
Total affected units:	5206
Total units completed:	3041
Completion ratio:	58.41%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
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TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 92B6 – Passat - A Wiper Motor Cap

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **92B6 – Passat - A Wiper Motor Cap**, which commenced on the 07 December 2006.

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FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	Passat
Year Model/s:	2006 - 2007
Total affected units:	876
Total units completed:	871
Completion ratio:	99.43%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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s47F (personal)

YOUR REFERENCE
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TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign – 69J5 – up! – Airbag Control Unit

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign, **69J5 – up! – Airbag Control Unit** which commenced on the 14 May 2013.

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ABN 14 093 117 876

Model/s affected:	up!
Year Model/s:	2013
Total affected units:	71
Total units completed:	63
Completion ratio:	88.73%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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s47F (personal)

YOUR REFERENCE
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EMAIL

18 June 2013 DATE

Re: Service Campaign - 69F5 – 7L Touareg – A Rear Belt Lock

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **69F5 – 7L Touareg – A Rear Belt Lock**, which commenced on the 1 July 2004.

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ABN 14 093 117 876

Model/s affected:	7L Touareg
Year Model/s:	2003 - 2004
Total affected units:	810
Total units completed:	807
Completion ratio:	99.63%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign – 47H2 - 6N Polo – Vacuum Pipe on Break Servo

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **47H2 - 6N Polo – Vacuum Pipe on Break Servo**, which commenced on the 24 May 2002.

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24 MUIR ROAD
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ABN 14 093 117 876

Model/s affected:	6N Polo
Year Model/s:	1998 - 2000
Total affected units:	3574
Total units completed:	3369
Completion ratio:	94.26%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 45B1 - Bora, Golf, Beetle - A Replacement of ABS Control Unit

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **45B1 - Bora, Golf, Beetle - A Replacement of ABS Control Unit**, which commenced on the 28 February 2002.

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24 MUIR ROAD
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REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
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ABN 14 093 117 876

Model/s affected:	Bora, Golf & Beetle
Year Model/s:	2001 - 2002
Total affected units:	2827
Total units completed:	2717
Completion ratio:	96.11%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

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Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign – 37E8 - 6 Speed DSG DQ250 - Control unit of direct shift gearbox

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign, **37E8 - 6 Speed DSG DQ250 - Control unit of direct shift gearbox** which commenced on the 16 October 2009.

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
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ABN 14 093 117 876

Model/s affected:	6 Speed DSG DQ250
Year Model/s:	2009 - 2010
Total affected units:	4586
Total units completed:	4526
Completion ratio:	98.69%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 23K2 – 2.0 Litre CR TDI - A balance weight of high pressure pipe

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **Service Campaign 23K2 – 2.0 Litre CR TDI - A balance weight of high pressure pipe**, which commenced on the 18 January 2012

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ABN 14 093 117 876

Model/s affected:	2.0 Litre CR TDI
Year Model/s:	2009 - 2011
Total affected units:	6594
Total units completed:	5948
Completion ratio:	90.20%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign 20K9 - 1K Golf – A Tandem Pump

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **20K9 - 1K Golf – A Tandem Pump**, which commenced on the 10 December 2004.

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ABN 14 093 117 876

Model/s affected:	1K Golf
Year Model/s:	2004 - 2005
Total affected units:	213
Total units completed:	213
Completion ratio:	100.00%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign – 13C5 – Golf V 2.0L – Two Mass Fly Wheel

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign, **13C5 – Golf V 2.0L – Two Mass Fly Wheel** which commenced on the 12 September 2005.

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24 MUIR ROAD
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ABN 14 093 117 876

Model/s affected:	Golf V 2.0L TDI
Year Model/s:	2004 - 2005
Total affected units:	473
Total units completed:	462
Completion ratio:	97.67%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

Connell Erik

From: Lilley Simon
Sent: Wednesday, 19 June 2013 11:44 AM
To: s47F (personal)
Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik; Loxton Sue
Subject: 18 JUNE SERVICE CAMPAIGN NOTICES De-classified
Attachments: Service Campaign 69J5.pdf

Good Morning s47F

We have received your monthly recall returns yesterday which included a notification about a recent service campaign for an airbag control unit on the VW UP! (see attachment).

Could you please advise if service campaign **69J5** is a product safety recall or if it is a routine service campaign?

I have spoken with the ACCC yesterday and was advised that they have no notification of service campaign **69J5** and as such it is not listed on www.recalls.gov.au.

In addition to this query can you confirm if the service campaigns highlighted in yellow in the table below are recalls or service campaigns:

SERVICE CAMPAIGN NUMBER	MODELS AFFECTED	YEAR	DESCRIPTION	TOTAL AFFECTED UNITS	TOTAL UNITS COMPLETED	COMPLETION RATIO	DATE COMMENCED	DATE PUBLISHED ON WWW.RECALLS.GOV.AU
45B1	BORA, GOLF AND BETTLE	2001-2002	A REPLACEMENT OF ABS CONTROL UNIT	2827	2717	96.11%	28 February 2002	8 March 2002
47H2	6N POLO	1998-2000	VACUUM PIPE ON BREAK (BRAKE) SERVO	3574	3369	94.26%	24 May 2002	NOT PUBLISHED
69F5	7L TOUAREG	2003-2004	A REAR BELT LOCK	810	807	99.63%	1 July 2004	8 September 2004
20K9	1K GOLF	2004-2005	A TANDEM PUMP	213	213	100%	10 December 2004	NOT PUBLISHED
20K9	T5 1.9 Diesel	2005	A TANDEM PUMP	264	253	95.83%	11 February 2005	NOT PUBLISHED
13C5	GOLF V 2.0L TDI	2004-2005	TWO MASS FLY WHEEL	473	462	97.67%	12 September 2005	NOT PUBLISHED
46E5	T5	2004	A HANDBRAKE LEVER REPLACEMENT	165	144	87.27%	06 April 2006	6 July 2006
92B6	PASSAT	2006-2007	A WIPER MOTOR CAP	876	871	99.43%	7 December 2006	NOT PUBLISHED
20N8	T5	2007	A FUEL PIPE REPLACEMENT	96	93	96.88%	26 May 2008	NOT PUBLISHED
37E8	6 SPEED	2009-	CONTROL	4586	4526	98.69%	16 October	3 November

	DSG	2010	UNIT OF DIRECT SHIFT GEARBOX				2009	2009	
37E8	Caddy 1.9TDI	2009- 2010	A CONTROL UNIT OF DIRECT SHIFT GEAR BOX	251	237	94.42%	<u>9 November 2009</u>	<u>3 November 2009</u> – was recently published June 2013	http
23K2	T5	2010- 2011	A BALANCE WEIGHT FOR HIGH PRESSURE PIPE	587	508	86.54%	18 January 2012	8 February 2012	http
23K2	2.0 LITRE CR TDI		A BALANCE WEIGHT FOR HIGH PRESSURE PIPE	6594	5948	90.20%	18 January 2012	8 February 2012	http
97W8	T5	2003- 2007	A COOLING FAN WIRING LOOM	3524	1191	33.80%	27 February 2012	19 March 2013	http
69J5	UP!	2013	AIRBAG CONTROL UNIT	71	63	88.73%	14 May 2013	NOT PUBLISHED	NA

Happy to discuss further with you if need be.

Regards

Simon Lilley

Vehicle Safety Standards |Surface Transport Policy

Department of Infrastructure and Transport.

Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia

Phone +61 2 6274 7669 | Fax +61 2 6274 7477 | Email simon.lilley@infrastructure.gov.au | Web www.infrastructure.gov.au

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VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 June 2013 DATE

Re: Service Campaign – 69J5 – up! – Airbag Control Unit

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign, **69J5 – up! – Airbag Control Unit** which commenced on the 14 May 2013.

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHILLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	up!
Year Model/s:	2013
Total affected units:	71
Total units completed:	63
Completion ratio:	88.73%

Yours sincerely,

s47F (personal)

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

s47F (personal)

**Administrator of vehicle standards
Vehicle Safety Standards Branch
Department of Infrastructure and
Transport
GPO Box 594
CANBERRA ACT 2601**

19 June 2013 DATE

19 June 2013

24 JUN 2013

Vehicle Recall 35C1

Volkswagen Group Australia wish to advise you of our intention to conduct a vehicle recall on certain Volkswagen Polo, Golf, Jetta, Passat, Caddy models to replace the mechatronics in the gearbox.

A total of approx. 27,928 Volkswagen Vehicles are affected. We estimate that we will be able to commence this campaign in September when parts become available. Please find attached a copy of the repair procedure including the customer notification.

Due to Parts availability we will be sending out a pre-notification to owners of affected vehicles in writing advising that their vehicle is included in this recall campaign. It is our intention to send a 2nd notification to the customers by mail once the parts have been made available.

Yours sincerely

s47F (personal)

Volkswagen Group Australia

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
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PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

<Name>	<Enter Ref>	YOUR REFERENCE
<Company>	<Enter Message>	YOUR MESSAGE
<Address1>	<Enter VW Ref>	OUR REFERENCE
<Address2>	<Enter EXT number>	EXTENSION NUMBER
	<Enter Fax>	TELEFAX
	<Enter Email>	EMAIL
	<Enter Date>	DATE

VIN: <VIN>

Voluntary Recall 35C1

Dear <Name>

Your satisfaction with our products is the highest priority for Volkswagen. Therefore we would like to inform you about a voluntary recall for the Mechatronics of the 7 speed DSG gearbox in some Volkswagen models.

Volkswagen AG has identified on vehicles with 7 speed direct shift gearbox (DSG) of a certain production period; conducting deposits (electrolysis) in the gearbox control unit can lead to short circuits and blow the fuse of the gearbox. Because of the failure of the power supply the clutches open and the vehicle freewheels.

According to our records your vehicle is affected by this Voluntary recall.

Volkswagen is currently preparing the campaign and will contact you in writing again when the required parts for your vehicle are available. If, in the meantime, should you experience a problem with your vehicle please contact a Volkswagen dealership.

Should you have any further enquiries or need to locate your closest dealership, please contact Volkswagen Customer Care on 1800 504 076 or our website at www.volkswagen.com.au.

Please accept our apologies for any inconvenience this may cause you.

Yours sincerely

Volkswagen Group Australia Pty Ltd

VOLKSWAGEN GROUP AUSTRALIA
24 MIJR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

VOLKSWAGEN

GROUP AUSTRALIA

Field campaign

Topic	Mechatronics replacement
Brand	Volkswagen, Volkswagen Commercial vehicles
Campaign number	35C1
Type	Voluntary recall

Vehicle data

7 speed DSG

Type	MY	Brand	Designation	Engine Code	Gearbox code	Final drive code
16*	2011	V		*	*	*
16*	2012	V		*	*	*
1K*	2009	V		*	*	*
1K*	2010	V		*	*	*
36*	2011	V		*	*	*
36*	2012	V		*	*	*
51*	2012	V		*	*	*
5K*	2009	V		*	*	*
5K*	2010	V		*	*	*
5K*	2011	V		*	*	*
5K*	2012	V		*	*	*
6R*	2010	V		*	*	*
6R*	2011	V		*	*	*
6R*	2012	V		*	*	*
AJ*	2010	V		*	*	*
AJ*	2011	V		*	*	*
AJ*	2012	V		*	*	*

7 speed DSG

Type	MY	Brand	Designation	Engine Code	Gearbox code	Final drive code
2C*	2011	N		*	*	*
2C*	2012	N		*	*	*

pages 6-17 exempted s47

VOLKSWAGEN

GROUP AUSTRALIA

34
13/4814
R13/061
39

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

**Principal Engineer
Research, Audit & Vehicle Recall Unit
Vehicle Safety Standards Branch
Department of Transport and Regional Services
GPO Box 594
CANBERRA
ACT 2601**

19 June 2013 DATE

19 June 2013

24 JUN 2013

Dear Sir or Madam:

Vehicle Recall 35C1

Volkswagen Group Australia wish to advise you of our intention to conduct a vehicle recall on certain Volkswagen Polo, Golf, Jetta, Passat, Caddy models to replace the mechatronics in the gearbox.

A total of approx. 32,000 Volkswagen Vehicles are potentially affected. We estimate that we will be able to commence this campaign in October when parts become available. We will provide details to you shortly on the rectification procedure and the Customer notification letter

Yours sincerely

s47F (personal)

Volkswagen Group Australia

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
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ABN 14 093 117 876

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA

REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

<Name>

<Company>

<Address1>

<Address2>

<Enter Ref>

YOUR REFERENCE

<Enter Message>

YOUR MESSAGE

<Enter VW Ref>

OUR REFERENCE

<Enter EXT number>

EXTENSION NUMBER

<Enter Fax>

TELEFAX

<Enter Email>

EMAIL

<Enter Date>

DATE

VIN: <VIN>

Voluntary Recall 35C1

Dear <Name>

Your satisfaction with our products is the highest priority for Volkswagen. Therefore we would like to inform you about a voluntary recall for the Mechatronics of the 7 speed DSG gearbox in some Volkswagen models.

Volkswagen AG has identified on vehicles with 7 speed direct shift gearbox (DSG) of a certain production period; conducting deposits (electrolysis) in the gearbox control unit can lead to short circuits and blow the fuse of the gearbox. Because of the failure of the power supply the clutches open and the vehicle freewheels.

According to our records your vehicle is affected by this Voluntary recall.

Volkswagen is currently preparing the campaign and will contact you in writing again when the required parts for your vehicle are available. If, in the meantime, should you experience a problem with your vehicle please contact a Volkswagen dealership.

Should you have any further enquiries or need to locate your closest dealership, please contact Volkswagen Customer Care on 1800 504 076 or our website at www.volkswagen.com.au.

Please accept our apologies for any inconvenience this may cause you.

Yours sincerely

Volkswagen Group Australia Pty Ltd

VOLKSWAGEN GROUP AUSTRALIA

24 MUIR ROAD

CHULLORA NSW 2190

REGENTS PARK BUSINESS CENTRE

PO BOX 414 REGENTS PARK NSW 2143

PHONE +61 2 9695 6000

FAX +61 2 9742 7280

ABN 14 093 117 876

VOLKSWAGEN

GROUP AUSTRALIA

Field campaign

Topic	Mechatronics replacement
Brand	Volkswagen, Volkswagen Commercial vehicles
Campaign number	35C1
Type	Voluntary recall

Vehicle data

7 speed DSG

Type	MY	Brand	Designation	Engine Code	Gearbox code	Final drive code
16*	2011	V		*	*	*
16*	2012	V		*	*	*
1K*	2009	V		*	*	*
1K*	2010	V		*	*	*
36*	2011	V		*	*	*
36*	2012	V		*	*	*
51*	2012	V		*	*	*
5K*	2009	V		*	*	*
5K*	2010	V		*	*	*
5K*	2011	V		*	*	*
5K*	2012	V		*	*	*
6R*	2010	V		*	*	*
6R*	2011	V		*	*	*
6R*	2012	V		*	*	*
AJ*	2010	V		*	*	*
AJ*	2011	V		*	*	*
AJ*	2012	V		*	*	*

7 speed DSG

Type	MY	Brand	Designation	Engine Code	Gearbox code	Final drive code
2C*	2011	N		*	*	*
2C*	2012	N		*	*	*

pages 6-17 exempted s47

Connell Erik

From: s47F (personal)
Sent: Thursday, 20 June 2013 1:48 PM
To: Lilley Simon
Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik; Loxton Sue; s47F (person
Subject: RE: 18 JUNE SERVICE CAMPAIGN NOTICES De-classified
Attachments: 20N8 DOTARS acceptance.pdf; 92B6 DOTARS Acceptance.pdf; 47H2 DOTARS Acceptance.pdf; 13C5 DOTARS Acceptance.pdf; 20K9 DOTARS informtion loaded on website.pdf; 69J5 ACCC Notification .pdf

Importance: High
Sensitivity: Confidential

Hi Simon,

Thank you for your e-mail on this subject, I just tried to call you but was advised that you were currently unavailable, I have investigated the questions that you have raised in the attached e-mail and wish to respond as follows, I'm not sure where the problem lies here as each of the cases that you refer too were advised and responded too as per the guidelines for notification of such recall activities, I have attached the relevant notifications that we sent to your office and the response's received acknowledging our intended actions.

Recall 20K9 for Golf and T5 Transporter is already loaded on the recalls website.

In relation to 69J5 we also advised your office on May 14th this year of our actions and we have been waiting for a response however as the majority of vehicles affected by this action were in our own stock and we only have four outstanding customer vehicles that we will be upgrading in the next few weeks, therefore you may wish to disregard that notice.

If I can be of any further assistance please let me know.

Best regards

s47

From: s47F (personal)
Sent: Thursday, 20 June 2013 11:28 AM
To: s47F (personal)
Subject: RE: 18 JUNE SERVICE CAMPAIGN NOTICES De-classified

Hi s47

Attached are the documentation that support our notification to DOTARS on the various campaigns and their acceptance of them.

The exception to this is the 20K9 which is already on the recalls website at the following web address: <http://www.recalls.gov.au/content/index.php/html/itemId/954347> and the 69J5 where we sent the letter to ACCC and are awaiting their acceptance letter.

47H2	6N POLO	1998- 2000	VACUUM PIPE ON BREAK	3574	3369	94.26%	24 May 2002	NOT PUBLISHED	DOTARS notification attached
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			(BRAKE) SERVO						
20K9	1K GOLF	2004- 2005	A TANDEM PUMP	213	213	100%	10 December 2004	NOT PUBLISHED	Loaded on the Recalls website http://www.recalls.gov.au/content/index
20K9	T5 1.9 Diesel	2005	A TANDEM PUMP	264	253	95.83%	11 February 2005	NOT PUBLISHED	Loaded on the Recalls website http://www.recalls.gov.au/content/index
13C5	GOLF V 2.0L TDI	2004- 2005	TWO MASS FLY WHEEL	473	462	97.67%	12 September 2005	NOT PUBLISHED	DOTARS notification attached
92B6	PASSAT	2006- 2007	A WIPER MOTOR CAP	876	871	99.43%	7 December 2006	NOT PUBLISHED	DOTARS notification attached
20N8	T5	2007	A FUEL PIPE REPLACEMENT	96	93	96.88%	26 May 2008	NOT PUBLISHED	DOTARS notification attached
69J5	UP!	2013	AIRBAG CONTROL UNIT	71	63	88.73%	14 May 2013	NOT PUBLISHED	Letter to ACCC attached awaiting response the acceptance

Kind Regards

s47F

From: s47F (personal)

Sent: Thursday, 20 June 2013 10:56 AM

To: s47F (personal)

Subject: FW: 18 JUNE SERVICE CAMPAIGN NOTICES [De-classified]

Hi s47F

As requested.

Cheers

s47

From: Lilley Simon [<mailto:Simon.Lilley@infrastructure.gov.au>]

Sent: Wednesday, 19 June 2013 11:44 AM

To: s47F (personal)

Cc: Zielke Judith; Hogan Robert; Skelton Graeme; Connell Erik; Loxton Sue

Subject: 18 JUNE SERVICE CAMPAIGN NOTICES [De-classified]

Good Morning s47F

We have received your monthly recall returns yesterday which included a notification about a recent service campaign for an airbag control unit on the VW UP! (see attachment).

Could you please advise if service campaign **69J5** is a product safety recall or if it is a routine service campaign?

I have spoken with the ACCC yesterday and was advised that they have no notification of service campaign **69J5** and as such it is not listed on www.recalls.gov.au.

In addition to this query can you confirm if the service campaigns highlighted in yellow in the table below are recalls or service campaigns:

SERVICE CAMPAIGN NUMBER	MODELS AFFECTED	YEAR	DESCRIPTION	TOTAL AFFECTED UNITS	TOTAL UNITS COMPLETED	COMPLETION RATIO	DATE COMMENCED	DATE PUBLISHED ON WWW.RECALL.GOV.AU
45B1	BORA, GOLF AND BETTLE	2001-2002	A REPLACEMENT OF ABS CONTROL UNIT	2827	2717	96.11%	28 February 2002	8 March 2002
47H2	6N POLO	1998-2000	VACUUM PIPE ON BREAK (BRAKE) SERVO	3574	3369	94.26%	24 May 2002	NOT PUBLISHED
69F5	7L TOUAREG	2003-2004	A REAR BELT LOCK	810	807	99.63%	1 July 2004	8 September 2004
20K9	1K GOLF	2004-2005	A TANDEM PUMP	213	213	100%	10 December 2004	NOT PUBLISHED
20K9	T5 1.9 Diesel	2005	A TANDEM PUMP	264	253	95.83%	11 February 2005	NOT PUBLISHED
13C5	GOLF V 2.0L TDI	2004-2005	TWO MASS FLY WHEEL	473	462	97.67%	12 September 2005	NOT PUBLISHED
46E5	T5	2004	A HANDBRAKE LEVER REPLACEMENT	165	144	87.27%	06 April 2006	6 July 2006
92B6	PASSAT	2006-2007	A WIPER MOTOR CAP	876	871	99.43%	7 December 2006	NOT PUBLISHED
20N8	T5	2007	A FUEL PIPE REPLACEMENT	96	93	96.88%	26 May 2008	NOT PUBLISHED
37E8	6 SPEED DSG	2009-2010	CONTROL UNIT OF DIRECT SHIFT GEARBOX	4586	4526	98.69%	16 October 2009	3 November 2009
37E8	Caddy 1.9TDI	2009-2010	A CONTROL UNIT OF DIRECT SHIFT GEAR BOX	251	237	94.42%	9 November 2009	3 November 2009 – was recently published Jun 2013
23K2	T5	2010-2011	A BALANCE WEIGHT FOR HIGH PRESSURE PIPE	587	508	86.54%	18 January 2012	8 February 2012
23K2	2.0 LITRE CR TDI		A BALANCE WEIGHT FOR HIGH PRESSURE PIPE	6594	5948	90.20%	18 January 2012	8 February 2012
97W8	T5	2003-2007	A COOLING FAN WIRING LOOM	3524	1191	33.80%	27 February 2012	19 March 2012
69J5	UP!	2013	AIRBAG CONTROL UNIT	71	63	88.73%	14 May 2013	NOT PUBLISHED

Happy to discuss further with you if need be.

Regards

Simon Lilley

Vehicle Safety Standards | Surface Transport Policy

Department of Infrastructure and Transport.

Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia

Phone +61 2 6274 7669 | Fax +61 2 6274 7477 | Email simon.lilley@infrastructure.gov.au | Web www.infrastructure.gov.au

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If you have received this e-mail in error, please notify the Department on (02) 6274-7111 and delete all copies of this transmission together with any attachments.



Australian Government

Department of Transport and Regional Services

Our Ref: R07/053

Your Ref: 92B6

s47F (personal)

Fax: s47F (personal)

Volkswagen Group Australia Pty Ltd
PO Box 2316
STRAWBERRY HILLS NSW 2012

Dear s47F
(personal)

RECALL: VOLKSWAGEN PASSAT – Wiper Motor

Thank you for your letter of 22 March 2007 advising Volkswagen Group Australia Pty Ltd is conducting a safety related recall in Australia.

The Department of Transport and Regional Services (DOTARS) is monitoring this recall in consultation with the Product Safety Policy Section of the Australian Competition and Consumer Commission, within the context of the Federal Chamber of Automotive Industries Recall Code.

I therefore request you to provide this Office with the following information as it becomes available:

1. a monthly progress report (by e-mail, fax or letter) by the 14th of each month identifying the recall, the target number of vehicles and the number inspected and/or rectified
2. advice of any substantial change in the recall campaign or any advertising
3. advice, including the date, if a second letter is sent to owners who have not responded to the first contact letter
4. advice, including the date, if a request is made to registering authorities for current ownership details on those vehicles not presented in response to the second letter, to enable campaign re-initiation
5. advice, including the date, of a subsequent letter (by certified mail) to owners identified in registration searches

6. advice, when appropriate, of proposed termination of the recall together with the total number of rectified vehicles; the number of uncontactable and unco-operative owners; plus full details on remaining uncampaigned vehicles.

Please address correspondence to:

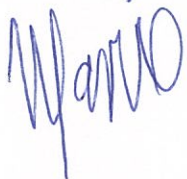
Principal Engineer
Research, Audit & Vehicle Recall Unit
Vehicle Safety Standards Branch
Department of Transport and Regional Services
Fax: (02) 6274 7714
e-mail: recalls@dotars.gov.au
Postal address: GPO Box 594, CANBERRA, ACT 2601

I note that this recall has not been advertised. Should the owner response rate not be satisfactory within six months, I would ask you to consider the need for media announcements.

To further assess the effectiveness of recall campaigns DOTARS may, from time to time, carry out an audit inspection. If this recall is selected for audit your cooperation would be appreciated to enable a ready inspection to be made of the investigation and recall files.

The administrative officer for recall matters may be contacted by telephone on (02) 6274 7781.

Yours sincerely



Nic Jarvis
Vehicle Recall
Vehicle Safety Standards

4/04/2007

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

s47F (personal)

**The Hon David Bradbury MP
Parliamentary Secretary to the
Treasurer
Consumer Safety Unit
C/o Australian Competition and Consumer Commission
Product Safety Policy Section
PO Box 1199
DICKSON ACT 2602**

14 May 2013 DATE

14 May 2013

Dear Sir:

Vehicle Recall 69J5

Volkswagen Group Australia wishes to advise you of our intention to conduct a vehicle recall on certain Volkswagen up! vehicles.

On some Volkswagen up! vehicles an incorrectly parameterised airbag control unit may have been fitted. On incorrectly parameterised airbag control units the diagnosis function of the side crash sensors is deactivated. Therefore, a potential fault in the side airbag system cannot be recognised and the airbag warning light does not come on.

A total of 71 Volkswagen up! vehicles are affected. We will be able to commence this campaign immediately. Please find attached a copy of the repair procedure including the customer notification.

Yours sincerely

s47F (personal)

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

Volkswagen Group Australia

Our Ref: R02/038
Your Ref: 47H2

s47F (personal)

Fax: s47F (personal)

Volkswagen Group Australia Pty Ltd
PO Box 2316
STRAWBERRY HILLS NSW 2012

Dear s47F
(personal)

RECALL: VOLKSWAGEN POLO – BRAKE BOOSTER VACUUM HOSE LEAK

Thank you for your letter of 28 May 2002 advising Volkswagen Group Australia Pty Ltd is conducting a safety related recall in Australia.

The Department of Transport and Regional Services (DOTARS) is monitoring this recall in consultation with the Consumer Affairs Division of the Treasury, within the context of the Federal Chamber of Automotive Industries Recall Code.

I therefore request you to provide this Office with the following information as it becomes available:

1. a monthly progress report (by e-mail, fax or letter) by the 14th of each month identifying the recall, the target number of vehicles and the number inspected and/or rectified
2. advice of any substantial change in the recall campaign or any advertising
3. advice, including the date, if a second letter is sent to owners who have not responded to the first contact letter
4. advice, including the date, if a request is made to registering authorities for current ownership details on those vehicles not presented in response to the second letter, to enable campaign re-initiation
5. advice, including the date, of a subsequent letter (by certified mail) to owners identified in registration searches

6. advice, when appropriate, of proposed termination of the recall together with the total number of rectified vehicles; the number of uncontactable and unco-operative owners; plus full details on remaining uncampaigned vehicles.

Please address correspondence to:

Principal Engineer
Research, Audit & Vehicle Recall Unit
Vehicle Safety Standards Branch
Department of Transport and Regional Services
Fax: (02) 6274 7375
e-mail: recalls@dotars.gov.au
Postal address: GPO Box 594, CANBERRA, ACT 2601

To further assess the effectiveness of recall campaigns DOTARS may, from time to time, carry out an audit inspection. If this recall is selected for audit your cooperation would be appreciated to enable a ready inspection to be made of the investigation and recall files.

The administrative officer for recall matters may be contacted by telephone on (02) 6274 7376.

Yours sincerely



Stephen Roberts
Vehicle Recall Program Manager

11 June 2002



Australian Government

**Department of Infrastructure, Transport,
Regional Development and Local Government**

Our Ref: R08/078

Your Ref: 20N8

s47F (personal)

Fax:

s47F (personal)

Volkswagen Group Australia Pty Ltd
PO Box 2316
STRAWBERRY HILLS NSW 2012

Dear s47F
(personal)

RECALL: Volkswagen T5 Transporter – Fuel Pipe Replacement

Thank you for your letter of 27th June 2008 advising Volkswagen Group Australia Pty Ltd is conducting a safety related recall in Australia.

The Department of Infrastructure, Transport, Regional Development and Local Government is monitoring this recall in consultation with the Consumer Affairs Division of the Treasury, within the context of the Federal Chamber of Automotive Industries Recall Code.

I therefore request you to provide this Office with the following information as it becomes available:

1. a monthly progress report (by e-mail, fax or letter) by the 14th of each month identifying the recall, the target number of vehicles and the number inspected and/or rectified
2. advice of any substantial change in the recall campaign or any advertising
3. advice, including the date, if a second letter is sent to owners who have not responded to the first contact letter

4. advice, including the date, if a request is made to registering authorities for current ownership details on those vehicles not presented in response to the second letter, to enable campaign re-initiation
5. advice, including the date, of a subsequent letter (by certified mail) to owners identified in registration searches
6. advice, when appropriate, of proposed termination of the recall together with the total number of rectified vehicles; the number of uncontactable and unco-operative owners; plus full details on remaining uncampaigned vehicles.

Please address correspondence to:

Principal Engineer

**Heavy Vehicle & Vehicle Safety Recall Unit
Vehicle Safety Standards Branch**

Department of Infrastructure, Transport, Regional Development and Local
Government

Fax: (02) 6274 7375

e-mail: recalls@infrastructure.gov.au

Postal address: GPO Box 594, CANBERRA, ACT 2601

To further assess the effectiveness of recall campaigns VSSB (Vehicle Safety Standards Branch) may, from time to time, carry out an audit inspection. If this recall is selected for audit your cooperation would be appreciated to enable a ready inspection to be made of the investigation and recall files.

The administrative officer for recall matters may be contacted by telephone on (02) 6274 7781.

Yours sincerely



Nic Jarvis
Vehicle Recall
Vehicle Safety Standards

10/07/2008

[Skip to content](#)Australian
Competition &
Consumer
Commission

Product Safety Recalls Australia

[Search](#)[Advanced recall search](#)[Print](#)

Recall categories

- ☒ Agricultural & veterinary
- ☒ Beauty, health
- ☒ Cars, boats, bikes
 - * Boats
 - * Buses
 - * Caravans, motorhomes
 - ☒ Cars
 - * Alfa Romeo
 - * Audi
 - * BMW
 - * Chrysler
 - * Citroen
 - * Fiat
 - * Ford
 - * Holden
 - * Honda
 - * Hyundai
 - * Jaguar
 - * Kia
 - * Land rover
 - * Mazda
 - * Mercedes-Benz
 - * Mitsubishi
 - * Nissan
 - * Other brands
 - * Parts and accessories
 - * Peugeot
 - * Porsche
 - * Renault
 - * Subaru
 - * Suzuki
 - * Toyota
 - * Volkswagen
 - * Volvo
 - * Jet skis
 - ☒ Motorcycles
 - * ATV's, Quad bikes
 - * BMW
 - * Ducati
 - * Harley-Davidson
 - * Honda
 - * Kawasaki
 - * Moto Guzzi
 - * Other brands
 - * Parts and accessories
 - * Suzuki
 - * Triumph
 - * Yamaha
 - * Trailers
 - * Trucks
- * Electrical
- ☒ Fashion & clothing
- ☒ Food & groceries
- * Gas
- ☒ Hobbies, sporting, recreation
- ☒ Home & garden
- ☒ IT, phones, multimedia
- ☒ Industrial, business
- ☒ Kids

Site features

- ☒ For suppliers conducting product safety recalls
- * [Advanced recall search](#)
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Volkswagon—Golf 1.9 diesel and T5 transporter vehicles

PRA number: 2005/7612*Date published:* 14th March 2005

Product information

Product description

What are the defects?

The fuel pump may break as a result of a production fault. As a result the pump housing is not tight and a diesel fuel leak may occur.

What are the hazards?

Fuel leakage.

Where the product was sold

- * Nationally

Supplier

Volkswagon Group Australia Pty Ltd

What should consumers do?

Notification letters will be sent to all registered owners of affected vehicles, otherwise contact your local dealer.

Other regulator reference numbers

20K9



Our Ref: R06/098

Your Ref: 13C5

s47F (personal)

Fax: s47F (personal)

Volkswagen Group Australia Pty Ltd
PO Box 2316
STRAWBERRY HILLS NSW 2012

Dear s47F
(personal)

RECALL: VOLKSWAGEN GOLF 2.0i TDI – Potential flywheel/clutch failure.

Thank you for your letter of 3 July 2006 advising Volkswagen Group Australia Pty Ltd is conducting a safety related recall in Australia.

The Department of Transport and Regional Services (DOTARS) is monitoring this recall in consultation with the Product Safety Policy Section of the Australian Competition and Consumer Commission, within the context of the Federal Chamber of Automotive Industries Recall Code.

I therefore request you to provide this Office with the following information as it becomes available:

1. a monthly progress report (by e-mail, fax or letter) by the 14th of each month identifying the recall, the target number of vehicles and the number inspected and/or rectified
2. advice of any substantial change in the recall campaign or any advertising
3. advice, including the date, if a second letter is sent to owners who have not responded to the first contact letter
4. advice, including the date, if a request is made to registering authorities for current ownership details on those vehicles not presented in response to the second letter, to enable campaign re-initiation
5. advice, including the date, of a subsequent letter (by certified mail) to owners identified in registration searches

6. advice, when appropriate, of proposed termination of the recall together with the total number of rectified vehicles; the number of uncontactable and unco-operative owners; plus full details on remaining uncampaigned vehicles.

Please address correspondence to:

Principal Engineer
Research, Audit & Vehicle Recall Unit
Vehicle Safety Standards Branch
Department of Transport and Regional Services
Fax: (02) 6274 7714
e-mail: recalls@dotars.gov.au
Postal address: GPO Box 594, CANBERRA, ACT 2601

I note that this recall has not been advertised. Should the owner response rate not be satisfactory within six months, I would ask you to consider the need for media announcements.

To further assess the effectiveness of recall campaigns DOTARS may, from time to time, carry out an audit inspection. If this recall is selected for audit your cooperation would be appreciated to enable a ready inspection to be made of the investigation and recall files.

The administrative officer for recall matters may be contacted by telephone on (02) 6274 7781.

Yours sincerely



Pete Smith
Vehicle Recall Administration
Vehicle Safety Standards Branch

3 AUG 2006

Connell Erik

From: s47F (personal)
Sent: Thursday, 20 June 2013 2:48 PM
To: Connell Erik
Cc: Lilley Simon; Skelton Graeme; s47F (personal)
Subject: RE: VW complaint [SEC=UNCLASSIFIED]
Importance: High

Hi Erik,

I wish to acknowledge receipt of your correspondence and confirm that we will investigate the concerns raised by the customer and will advise you of the outcome as soon as our investigations are completed.

Regards

s47

From: Connell Erik [<mailto:Erik.Connell@infrastructure.gov.au>]
Sent: Thursday, 20 June 2013 2:20 PM
To: s47F (personal)
Cc: Lilley Simon; Skelton Graeme
Subject: VW complaint [SEC=UNCLASSIFIED]

Good afternoon s47F
 pers

Attached is a complaint that was originally received by the Australian Competition and Consumer Commission and forwarded on to the Department of Infrastructure and Transport. I understand the VW had looked into the matter but had difficulty contacting the complainant.

Given the complainant described symptoms of a DSG gearbox selecting a false neutral could you please have this one looked at and let us know what the outcome was?

I have attached the original complaint along with the corro between the Department and VW.

Thanks

Erik Connell
 Senior Investigations Officer
 Policy, Legislation & Projects
 Vehicle Safety Standards
 Department of Infrastructure and Transport

Phone 02 6274 8008
 Email erik.connell@infrastructure.gov.au

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Connell Erik

From: s47F (personal)
Sent: Monday, 24 June 2013 11:42 AM
To: Connell Erik
Subject: Re: VW complaints [SEC=UNCLASSIFIED]

Thanks

Sent from my iPhone

On 24/06/2013, at 11:36 AM, "Connell Erik" <Erik.Connell@infrastructure.gov.au> wrote:

> Good morning s47
 >
 > Here are a couple more complaints. I think the first one may have already been provided.
 >
 > Thanks
 >
 > Erik Connell
 > Senior Investigations Officer
 > Policy, Legislation & Projects
 > Vehicle Safety Standards
 > Department of Infrastructure and Transport
 >
 > Phone 02 6274 8008
 > Email erik.connell@infrastructure.gov.au
 >
 > Disclaimer
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 > If you have received this e-mail in error, please notify the
 > Department on (02) 6274-7111 and delete all copies of this transmission together with any attachments.
 > <EMAIL SENT TO VOLKSWAGEN 20 JUNE 2013.pdf>

Lilley Simon

From: Lilley Simon
Sent: Tuesday, 25 June 2013 2:55 PM
To: s47F (personal)
Subject: Skoda and Audi Compliants De-classified

Hi s47F
 (pers)

Just seeking your advice on whom is the appropriate person to forward the formal complaints that the Department of Infrastructure and Transport has received.

If you could let me know that would be appreciated.

Regards

Simon Lilley

Vehicle Safety Standards | Surface Transport Policy

Department of Infrastructure and Transport.

Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia

Phone +61 2 6274 7669 | **Fax** +61 2 6274 7477 | **Email** simon.lilley@infrastructure.gov.au | **Web**

www.infrastructure.gov.au

Surface Transport Policy contributes to the wellbeing of all Australians by developing and implementing national reforms in surface transport policy and regulation (maritime, shipping, rail and road transport reforms) to achieve efficient, productive, safe, and sustainable outcomes which are environmentally friendly and enhance Australia's international competitiveness.

This material contains information that, if disclosed inappropriately, may cause limited damage to national security, Australian Government agencies, commercial entities or members of the public. Recipients should ensure they handle and store this material appropriately.

Lilley Simon

From: s47F (personal)
Sent: Tuesday, 25 June 2013 3:19 PM
To: Lilley Simon
Subject: RE: Formal complaints 24 and 25 June 2013 De-classified

Importance: High

Hi Simon,

Thank you I will pass them to our customer service team for follow up.

Best regards

s47F
(person)

From: Lilley Simon [<mailto:Simon.Lilley@infrastructure.gov.au>]
Sent: Tuesday, 25 June 2013 3:02 PM
To: s47F (personal)
Subject: Formal complaints 24 and 25 June 2013 De-classified
Importance: High

Good Afternoon s47F
(pers)

Formal complaints attached for VW's action.

Happy to discuss further with you if need be.

Regards

Simon Lilley

Vehicle Safety Standards | Surface Transport Policy
 Department of Infrastructure and Transport.

Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia

Phone +61 2 6274 7669 | **Fax** +61 2 6274 7477 | **Email** simon.lilley@infrastructure.gov.au | **Web**
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Lilley Simon

From: s47F (personal)
Sent: Tuesday, 25 June 2013 3:52 PM
To: Lilley Simon
Cc: s47F (personal)
Subject: RE: Skoda and Audi Compliants De-classified
Importance: High

Hi Simon,

For Skoda please send the formal complaints to my attention and for Audi I would suggest that you send their formal complaints to my counterpart at Audi Australia s47F (personal)

Best regards

s47F

From: Lilley Simon [mailto:Simon.Lilley@infrastructure.gov.au]

Sent: Tuesday, 25 June 2013 2:55 PM

To: s47F (personal)

Subject: Skoda and Audi Compliants De-classified

s47F
Hi (pers

Just seeking your advice on whom is the appropriate person to forward the formal complaints that the Department of Infrastructure and Transport has received.

If you could let me know that would be appreciated.

Regards

Simon Lilley

Vehicle Safety Standards | Surface Transport Policy

Department of Infrastructure and Transport.

Level 2 East, 111 Alinga Street Canberra City ACT 2601 Australia

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Connell Erik

From: s47F (personal)
Sent: Friday, 28 June 2013 11:28 AM
To: Connell Erik
Subject: RE: VW complaint to the Department De-classified
Importance: High

Hi Erik,

Thank you, yes we are seeing the same trend which will now give us the opportunity to ensure that all contacts are properly followed up, thanks again for your understanding and please rest assured that we will continue to do everything possible to rectify the various concerns raised by our customers.

Best regards

s47

From: Connell Erik [<mailto:Erik.CConnell@infrastructure.gov.au>]
Sent: Friday, 28 June 2013 11:23 AM
To: s47F (personal)
Subject: VW complaint to the Department De-classified

Good morning s47

Attached is another VW complaint for consideration. We are seeing a significant decrease in these now.

Erik Connell
 Senior Investigations Officer
 Policy, Legislation and Projects
 Vehicle Safety Standards
 Department of Infrastructure and Transport

Phone: 02 6274 6274
 Email: vinvestigations@infrastructure.gov.au

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and delete all copies of this transmission together with any attachments.

Connell Erik

From: Connell Erik
Sent: Friday, 28 June 2013 11:36 AM
To: s47F (personal))
Subject: RE: VW complaint to the Department De-classified

Thanks s47

Will you be able to provide us with summaries like you did for the first batch? We're tracking progress on our end and at some point will need to be able to comment on what has been resolved and what hasn't.

Thanks

Erik Connell
 Senior Investigations Officer
 Policy, Legislation and Projects
 Vehicle Safety Standards
 Department of Infrastructure and Transport

Phone: 02 6274 8008

Email: Erik.Connell@infrastructure.gov.au

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From: s47F (personal)
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Erik Connell
Senior Investigations Officer
Policy, Legislation and Projects
Vehicle Safety Standards
Department of Infrastructure and Transport

Phone: 02 6274 6274

Email: vinvestigations@infrastructure.gov.au

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Connell Erik

From: s47F (personal)
Sent: Friday, 28 June 2013 3:23 PM
To: Connell Erik
Subject: Re: VW complaint to the Department [De-classified]

Hi Erik, I am out of the office this afternoon and will follow up with our Client relations department on Monday.

Best regards

s47

Sent from my iPhone

On 28/06/2013, at 11:35 AM, "Connell Erik" <Erik.Connell@infrastructure.gov.au> wrote:

Thanks s47

Will you be able to provide us with summaries like you did for the first batch? We're tracking progress on our end and at some point will need to be able to comment on what has been resolved and what hasn't.

Thanks

Erik Connell
 Senior Investigations Officer
 Policy, Legislation and Projects
 Vehicle Safety Standards
 Department of Infrastructure and Transport

Phone: 02 6274 8008

Email: Erik.Connell@infrastructure.gov.au

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Best regards

s47

From: Connell Erik [<mailto:Erik.Connell@infrastructure.gov.au>]

Sent: Friday, 28 June 2013 11:23 AM

To: s47F (personal)

Subject: VW complaint to the Department De-classified

Good morning s47

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Erik Connell
Senior Investigations Officer
Policy, Legislation and Projects
Vehicle Safety Standards
Department of Infrastructure and Transport

Phone: 02 6274 6274

Email: vinvestigations@infrastructure.gov.au

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Connell Erik

From: s47F (personal)
Sent: Thursday, 11 July 2013 2:14 PM
To: Connell Erik
Subject: RE: VW complaints De-classified

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Erik,

No problem we will get onto them right away.

Best regards

s47

From: Connell Erik [<mailto:Erik.Connell@infrastructure.gov.au>]
Sent: Thursday, 11 July 2013 11:25 AM
To: Murray, s47F (personal)
Subject: VW complaints De-classified

Good morning s47

Sorry for not sending these through to you earlier. We are only seeing a couple new complaints each week now.

Erik Connell
 Senior Investigations Officer
 Policy, Legislation and Projects
 Vehicle Safety Standards
 Department of Infrastructure and Transport

Phone: 02 6274 8008
 Email: Erik.Connell@infrastructure.gov.au

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Connell Erik

From: s47F (personal)
Sent: Thursday, 18 July 2013 3:36 PM
To: Recalls
Cc: s47F (personal)
Subject: Progress Reports - Volkswagen Commercial Vehicles
Attachments: 20K9- Fuel Pump Bolts.pdf; 20N8 - T5 - A Fuel Pipe Replacement.pdf; 23K2 - T5 - A Balance Weight for High Pressure Pipe.pdf; 37E8 - Caddy 1.9 TDI - A control unit of direct shift gear box.pdf; 46E5 - A Handbrake Lever Replacement.pdf; 97W8 - A-Cooling Fan Wiring Loom.pdf

Follow Up Flag: Follow up
Flag Status: Completed

To Whom It May Concern,

Please find attached Volkswagen Group Australia Commercial Vehicles Recall Progress Reports.

If you have any questions or queries in relation to these reports, please feel free to call me.

Regards,

s47F (personal)

VOLKSWAGEN Group Australia
24 Muir Road
Chullora NSW 2190
PO Box 414, Regents Park NSW 2143

Phone: s47F (personal) | **Fax:** s47F (personal)
www.volkswagen.com.au

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 July 2013 DATE

Re: Service Campaign 97W8 – A-Cooling Fan Wiring Loom

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **97W8 – A-Cooling fan wiring loom**, which commenced on the 27 February 2012.

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2003 - 2007
Total affected units:	3524
Total units completed:	1234
Completion ratio:	35.02%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 July 2013 DATE

Re: Service Campaign 46E5 – A Handbrake Lever Replacement

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **46E5 – A Handbrake Lever Replacement**, which commenced on the 06 April 2006.

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2004
Total affected units:	165
Total units completed:	144
Completion ratio:	87.27%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 July 2013 DATE

Re: Service Campaign 37E8 – Caddy 1.9 TDI - A control unit of direct Shift gear box

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **37E8 – Caddy 1.9 TDI - A control unit of direct Shift gear box** which commenced on the 9 November 2009.

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	Caddy 1.9 TDI
Year Model/s:	2009 - 2010
Total affected units:	251
Total units completed:	237
Completion ratio:	94.42%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 July 2013 DATE

Re: Service Campaign 23K2 – T5 – A Balance Weight for High Pressure Pipe

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **23K2 – T5 – A Balance Weight for High Pressure Pipe** which commenced on the 18 January 2012.

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
PO BOX 414 REGENTS PARK NSW 2143
PHONE +61 2 9695 6000
FAX +61 2 9742 7280
ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2010 - 2011
Total affected units:	587
Total units completed:	516
Completion ratio:	87.90%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

VOLKSWAGEN

GROUP AUSTRALIA

VOLKSWAGEN GROUP AUSTRALIA
REGENTS PARK BUSINESS CENTRE PO BOX 414 REGENTS PARK NSW 2143

Section Head
Policy, Legislation and Projects
Vehicle Safety Standards Branch
Department of Infrastructure and Transport
GPO Box 594
CANBERRA ACT 2601

s47F (personal)

YOUR REFERENCE
YOUR MESSAGE
OUR REFERENCE
EXTENSION NUMBER
TELEFAX
EMAIL

18 July 2013 DATE

Re: Service Campaign 20N8 – T5 – A Fuel Pipe Replacement

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **20N8 – T5 – A Fuel Pipe Replacement**, which commenced on the 26 May 2008

VOLKSWAGEN GROUP AUSTRALIA
24 MUIR ROAD
CHULLORA NSW 2190
REGENTS PARK BUSINESS CENTRE
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PHONE +61 2 9695 6000
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ABN 14 093 117 876

Model/s affected:	T5
Year Model/s:	2007
Total affected units:	96
Total units completed:	93
Completion ratio:	96.88%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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Policy, Legislation and Projects
Vehicle Safety Standards Branch
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CANBERRA ACT 2601

s47F (personal)

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18 July 2013 DATE

Re: Service Campaign 20K9 – T5 1.9 Diesel – A Tandem Pump

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **20K9 – T5 1.9 Diesel – A Tandem Pump** which commenced on the 11 February 2005.

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ABN 14 093 117 876

Model/s affected:	T5 1.9 Diesel
Year Model/s:	2005
Total affected units:	264
Total units completed:	253
Completion ratio:	95.83%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

Connell Erik

From: s47F (personal)
Sent: Thursday, 18 July 2013 4:26 PM
To: Recalls
Cc: s47F (personal)
Subject: Progress Reports - Volkswagen Passenger Vehicles
Attachments: 13C5 - Golf V 2.0L - Two Mass Fly Wheel.pdf; 23K2 -V Common Rail Balance.pdf; 37E8 - 6 Speed DSG DQ250 - Control unit of direct shift gearbox.pdf; 45B1 - Bora, Golf, Beetle - A Replacement of ABS.pdf; 47H2 - 6N Polo - Vacuum Pipe on Break Servo.pdf; 69F5 - 7L Touareg - A Rear Belt Lock.pdf; 92B6 - Passat - A Wiper Motor Cap.pdf; 97W5 - Polo - Airbag Wiring.pdf
Follow Up Flag: Follow up
Flag Status: Completed

To Whom It May Concern,

Please find attached Volkswagen Group Australia Passenger Vehicles Recall Progress Reports.

If you have any questions or queries in relation to these reports, please feel free to call me.

Regards,

s47F (personal)

VOLKSWAGEN Group Australia
 24 Muir Road
 Chullora NSW 2190
 PO Box 414, Regents Park NSW 2143

Phone: s47F (personal) | **Fax:** s47F (personal)
www.volkswagen.com.au

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18 July 2013 DATE

Re: Service Campaign 97W5 – 9N Polo - Airbag Wiring Loom

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **97W5 – 9N Polo - Airbag Wiring Loom** which commenced on the 05 November 2011

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ABN 14 093 117 876

Model/s affected:	9N Polo
Year Model/s:	2003 - 2010
Total affected units:	5206
Total units completed:	3080
Completion ratio:	59.16%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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18 July 2013 DATE

Re: Service Campaign 92B6 – Passat - A Wiper Motor Cap

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **92B6 – Passat - A Wiper Motor Cap**, which commenced on the 07 December 2006.

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ABN 14 093 117 876

Model/s affected:	Passat
Year Model/s:	2006 - 2007
Total affected units:	876
Total units completed:	872
Completion ratio:	99.54%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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18 July 2013 DATE

Re: Service Campaign - 69F5 – 7L Touareg – A Rear Belt Lock

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **69F5 – 7L Touareg – A Rear Belt Lock**, which commenced on the 1 July 2004.

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Model/s affected:	7L Touareg
Year Model/s:	2003 - 2004
Total affected units:	810
Total units completed:	807
Completion ratio:	99.63%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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18 July 2013 DATE

Re: Service Campaign – 47H2 - 6N Polo – Vacuum Pipe on Break Servo

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **47H2 - 6N Polo – Vacuum Pipe on Break Servo**, which commenced on the 24 May 2002.

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ABN 14 093 117 876

Model/s affected:	6N Polo
Year Model/s:	1998 - 2000
Total affected units:	3574
Total units completed:	3369
Completion ratio:	94.26%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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s47F (personal)

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18 July 2013 DATE

Re: Service Campaign 45B1 - Bora, Golf, Beetle - A Replacement of ABS Control Unit

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **45B1 - Bora, Golf, Beetle - A Replacement of ABS Control Unit**, which commenced on the 28 February 2002.

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Model/s affected:	Bora, Golf & Beetle
Year Model/s:	2001 - 2002
Total affected units:	2827
Total units completed:	2718
Completion ratio:	96.14%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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18 July 2013 DATE

Re: Service Campaign – 37E8 - 6 Speed DSG DQ250 - Control unit of direct shift gearbox

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign, **37E8 - 6 Speed DSG DQ250 - Control unit of direct shift gearbox** which commenced on the 16 October 2009.

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ABN 14 093 117 876

Model/s affected:	6 Speed DSG DQ250
Year Model/s:	2009 - 2010
Total affected units:	4586
Total units completed:	4531
Completion ratio:	98.80%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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18 July 2013 DATE

Re: Service Campaign 23K2 – 2.0 Litre CR TDI - A balance weight of high pressure pipe

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign **Service Campaign 23K2 – 2.0 Litre CR TDI - A balance weight of high pressure pipe**, which commenced on the 18 January 2012

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Model/s affected:	2.0 Litre CR TDI
Year Model/s:	2009 - 2011
Total affected units:	6594
Total units completed:	5989
Completion ratio:	90.82%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia

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18 July 2013 DATE

Re: Service Campaign – 13C5 – Golf V 2.0L – Two Mass Fly Wheel

Dear Sir:

Volkswagen Group Australia wishes to inform you of the progress of service campaign, **13C5 – Golf V 2.0L – Two Mass Fly Wheel** which commenced on the 12 September 2005.

VOLKSWAGEN GROUP AUSTRALIA
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ABN 14 093 117 876

Model/s affected:	Golf V 2.0L TDI
Year Model/s:	2004 - 2005
Total affected units:	473
Total units completed:	462
Completion ratio:	97.67%

Yours sincerely,

s47F (personal)

Volkswagen Group Australia