



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: RQ 17-009
Date Opened: 11/13/2017
Investigator: Sharon Yukevich **Reviewer:** Greg Magno
Approver: Stephen Ridella
Subject: Airbag Clockspring Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Volkswagen Group of America, Inc.
Products: 2010 - 2014 Volkswagen Models (see list in summary below)
Population: 415,825 (Estimated)
Problem Description: Debris may contaminate the air bag clockspring, causing it to tear, resulting in loss of electrical connection to, and suppression of, the driver frontal air bag in the event of a crash of sufficient severity to require a commanded deployment.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	90	TBD	90
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: Open a Recall Query to assess the scope and remedy effectiveness of Recall 15V-483.

Summary:

In August 2015, Volkswagen Group of America, Inc. (Volkswagen) launched safety recall 15V-483 to address the loss of the protection provided by the front driver air bag in certain models due to the failure of the clockspring. Debris was found in the steering wheel hub resulting in contamination and ultimately failure of the clockspring in 2010-2014 Model Year (MY) CC and Passat, 2010-2013 MY Eos, 2011-2014 MY Golf, GTI, Jetta and Tiguan and 2012-2014 MY Jetta Sportwagen models.

Contamination of the clockspring can cause it to tear, resulting in the loss of electrical connection to the driver frontal air bag in addition to other steering wheel mounted controls. The loss of electrical connection to the front driver air bag will result in illumination of the air bag warning light and suppression of the air bag in a crash of sufficient severity requiring a commanded deployment.

The Office of Defect Investigation (ODI) has received 90 complaints alleging failure of the clockspring since the launch of 15V-483. Several complaints specifically allege failure of the clockspring after receiving the recall remedy. Further, some complaints report clockspring failure while the vehicle is in motion.

A Recall Query has been opened to assess the scope, frequency and safety-related consequences of the alleged defect in the subject vehicles.

The ODI complaints cited above can be viewed at www.NHTSA.gov under the following ODI identification numbers: 11033893, 11033330, 11032548, 11025475, 11025356, 11024647, 11023423, 11020570, 11020312, 11019415, 11019067, 11015441, 11015431, 11014595, 11014016, 11013709, 11013415, 11012596, 11011753, 11006668,

11006521, 11006307, 11006181, 11005301, 11003865, 11001780, 11001783, 11001334, 10994184, 10993360, 10993524, 10992490, 10985926, 10983678, 10981220, 10980831, 10980941, 10980549, 10979418, 10971152, 10967344, 10967155, 10959968, 10958624, 10957279, 10956488, 10949129, 10947562, 10945122, 10936498, 10936543, 10933950, 10927311, 10925421, 10924034, 10915612, 10915569, 10911171, 10902066, 10898733, 10896537, 10896510, 10895526, 10893938, 10891686, 10864967, 10863742, 10861984, 10851242, 10822505, 10821562, 10818403, 10795068, 10794402, 10788738, 10787804, 10782544, 10780725, 10780145, 10779145, 10776477, 10775448, 10763492, 10763423, 10763289, 10762670, 10760644, 10758777, 10749901, 10748922