



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: EA 18-003
Prompted by: RQ17-009, Recall Remedy Failure
Date Opened: 04/18/2018
Investigator: Sharon Yukevich **Reviewer:** Gregory Magno
Approver: Stephen Ridella
Subject: Air Bag Clockspring Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Volkswagen Group of America, Inc.
Products: 2010-2014 MY Volkswagen Models (see list in summary below)
Population: 1,215,547 (Estimated)
Problem Description: Debris may contaminate the air bag clockspring causing it to tear resulting in the loss of electrical connection to and suppression of the front driver air bag in the event of a crash of sufficient severity to require a commanded deployment.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	158	700	852**
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	2,966	2,966

*Description of Other: Warranty Claims other than for recall repair

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: Open an Engineering Analysis

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 several models due to the failure of the clockspring. Debris entry into the steering wheel hub can result in contamination and ultimately failure of the clockspring in 2010-2014 Model Year (MY) CC, Passat, Eos, Golf, GTI, Tiguan, Jetta and Jetta Sportwagen models.

Contamination of the clockspring can cause the ribbon cable to tear resulting in loss of the electrical connection to the front driver air bag and any steering wheel mounted controls. The loss of the electrical connection to the front driver air bag will result in illumination of the air bag warning light and will prevent operation of the front driver air bag in a crash of sufficient severity requiring a commanded deployment.

In November 2017, the Office of Defects Investigation (ODI) opened a Recall Query (RQ17-009) after the agency received 90 complaints alleging failure of the clockspring in the subject models. Several of the complaints allege failure of the clockspring after receiving the recall remedy. The majority of the complaints allege the same failure mode without being included in the original recall, 15V-483.

In its March 2018 response to ODI's Information Request under the Recall Query, Volkswagen provided approximately 700 consumer complaints and field reports on the recalled vehicles. These reports allege clockspring failure similar to the NHTSA reports described above. To date, NHTSA has received approximately 154 allegations of clockspring failure since the recall has launched. The total of 852 reports shown in the table above eliminates 6 duplicative

reports received by ODI and the manufacturer.

An Engineering Analysis has been opened to further evaluate the scope and effectiveness of the remedy associated with 15V-483 and perform a thorough review of the design changes implemented by Volkswagen and its suppliers to address this issue.

The ODI complaints cited above can be viewed at www.NHTSA.gov under the following ODI identification numbers:

11080741, 11079877, 11079805, 11079124, 11076709, 11076645, 11076297, 11076249, 11076133, 11075756, 11075726, 11075358, 11075259, 11075055, 11074920, 11074565, 11073090, 11072745, 11072457, 11072089, 11071933, 11071880, 11071630, 11071592, 11067396, 11067061, 11066738, 11066601, 11066511, 11065909, 11065871, 11065262, 11064701, 11064564, 11064544, 11064531, 11063961, 11063501, 11063095, 11062772, 11062464, 11062353, 11062344, 11061463, 11061310, 11061311, 11060735, 11058154, 11057519, 11057477, 11057341, 11056793, 11056243, 11056063, 11055639, 11054279, 11052812, 11052678, 11052384, 11052228, 11051336, 11051155, 11051074, 11048803, 11047037, 11044226, 11043653, 11039142, 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