

Part 573 Safety Recall Report**15V-483****Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** SEP 24,2015**NHTSA Recall No. :** 15V-483**Manufacturer Recall No. :** 69L2**Manufacturer Information :**

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road

Auburn Hills MI 48326

Company phone : 1-800-822-8987

Population :

Number of potentially involved : 415,825

Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2011-2011 Volkswagen Tiguan

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
24,608

Production Dates : MAY 03, 2010 - JUN 15, 2011

VIN (Vehicle Identification Number) Range

Begin : WVGAV7AX4BW000010

End : WVGBV7AX1BW570423

 Not sequential VINs

Vehicle : 2010-2012 Volkswagen CC (B6)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
58,998

Production Dates : JUL 03, 2009 - DEC 24, 2011

VIN (Vehicle Identification Number) Range

Begin : VVWML7AN6AE509655

End : VVWHP7AN0CE553420

 Not sequential VINs

Vehicle : 2010-2010 Volkswagen Passat Wagon (B6)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
2,033

Production Dates : OCT 30, 2009 - JUN 01, 2010

VIN (Vehicle Identification Number) Range

Begin : WVWXK7AN9AE053893 End : WVWXM7AN6AE170101 Not sequential VINs

Vehicle : 2010-2010 Volkswagen Passat Sedan (B6)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
8,422

Production Dates : NOV 02, 2009 - JUN 01, 2010

VIN (Vehicle Identification Number) Range

Begin : WVWJK7AN3AE053863 End : WVWJM7ANXAE170141 Not sequential VINs

Vehicle : 2010-2010 Volkswagen Passat Sedan (B6)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
742

Production Dates : NOV 10, 2009 - MAY 28, 2010

VIN (Vehicle Identification Number) Range

Begin : WVWJK7AN4AP024666 End : WVWJK7ANXAP055890 Not sequential VINs

Vehicle : 2010-2011 Volkswagen Eos

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
6,766

Production Dates : OCT 02, 2009 - AUG 14, 2010

VIN (Vehicle Identification Number) Range

Begin : WVWFA7AH9AV008347 End : WVFW7AH3BV005544 Not sequential VINs

Vehicle : 2011-2014 Volkswagen Golf/GTI (A6)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
15,528

Production Dates : MAY 26, 2010 - SEP 30, 2013

VIN (Vehicle Identification Number) Range

Begin : WVWFV7AJ3BW000571 End : VVWGD7AJ4EW009906 Not sequential VINs

Vehicle : 2012-2014 Volkswagen Jetta SportWagen (A6)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
7,789

Production Dates : JUL 02, 2011 - FEB 26, 2014

VIN (Vehicle Identification Number) Range

Begin : 3VWPL7AJ9CM600374 End : 3VWPL7AJ8EM613037 Not sequential VINs

Vehicle : 2011-2014 Volkswagen Jetta Sedan (A6)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
15,959

Production Dates : JUN 07, 2010 - FEB 25, 2014

VIN (Vehicle Identification Number) Range

Begin : 3VWXX7AJ2BM300310 End : 3VWLL7AJXEM419009 Not sequential VINs

Vehicle : 2012-2014 Volkswagen Passat (B7)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
188,023

Production Dates : DEC 22, 2010 - JAN 13, 2014

VIN (Vehicle Identification Number) Range

Begin : 1VWBH7A32CC000147 End : 1VWBN7A33EC065777 Not sequential VINs

Vehicle : 2012-2013 Volkswagen Eos

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
12,665

Production Dates : DEC 02, 2010 - FEB 18, 2013

VIN (Vehicle Identification Number) Range

Begin : WVWBW7AH7CV000010 End : WVFW8AH2DV006113 Not sequential VINs

Vehicle : 2012-2014 Volkswagen Tiguan (New)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
50,219

Production Dates : FEB 28, 2011 - FEB 26, 2014

VIN (Vehicle Identification Number) Range

Begin : WVGBV7AX5CW000006 End : WVGBV3AX8EW593355 Not sequential VINs

Vehicle : 2013-2014 Volkswagen CC (B7)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Wheel Clock Spring
24,073

Production Dates : JAN 19, 2012 - APR 01, 2014

VIN (Vehicle Identification Number) Range

Begin : VVWAP7AN9DE500024 End : VVWBN7AN8EE534564 Not sequential VINs

Description of Defect :

Description of the Defect : The steering wheel clock spring could become contaminated with long hair or long fibers which may cause a displacement of the internal guide loops. When the guide loops are dragged out of position, they may apply tension to the internal flat cable and cause it to tear. Should the cable tear, the electrical connection to the driver's front airbag may be lost, causing the airbag monitoring indicator light to illuminate. In a crash that warrants a driver front airbag deployment, the airbag will not deploy, leading to a risk of driver injury.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should the cable tear, the electrical connection to the driver's front airbag may be lost, causing the airbag monitoring indicator light to illuminate. In a crash that warrants a driver front airbag deployment, the airbag will not deploy, leading to a risk of driver injury.

Description of the Cause : Contamination of the clock spring assembly with long hair or long fabrics may cause a displacement of internal guide loops. When guide loops are dragged out of

position, they may apply tension to the internal flat cable and cause rupture of the cable.

Identification of Any Warning that can Occur : The airbag monitoring indicator light will immediately illuminate if clock spring cable ruptures

Supplier Identification :**Component Manufacturer**

Name : Valeo Interior Controls (CIC)

Address : Valeo Straße 1

Wemding FOREIGN STATES 86650

Country : Germany

Chronology :

December 2011 - Reception of first field reports.

February 2012 - Field Data and Return Part Analysis.

March 2012 - Part Design Optimization Initiated (Implementation by running change as of January 2013) accompanied by manufacturing process improvements through December 2013.

May 2012 - First evaluation in Volkswagen's product safety committee, low failure rate detected and no impact on vehicle safety was found at that time.

March 2015 - Opening Resume from NHTSA received, data analysis and evaluation initiated.

April 2015 - Risk assessment/evaluation initiated (European standard-RAPEX).

May 2015 - Submitted PE response to NHTSA with a request for a technical meeting.

June 2015 - Additional risk assessment calculation (fault tree analysis) prepared in advance of technical meeting.

July 15, 2015 - Technical meeting with NHTSA to explain risk assessment.

July 22, 2015 - NHTSA response with non-acceptance of risk evaluation and demand for notification of defect.

July 23, 2015 - Review at Volkswagen's product safety committee and formal determination of defect due to NHTSA's demand.

Description of Remedy :

Description of Remedy Program : Volkswagen is developing a cover to help prevent clock spring contamination caused by hair or other fibers. Until this remedy is available, dealers can use existing service parts to address critical car-down cases where clock spring replacement is required to address an air bag light on concern.

How Remedy Component Differs from Recalled Component : To be determined

Identify How/When Recall Condition was Corrected in Production : Clock spring parts have been improved and implemented by running change as of December 2012.

Recall Schedule :

Description of Recall Schedule : Interim customer notification: On or about September 28, 2015
Recall Remedy customer notification: On or before January 28, 2016
Recall Remedy dealer notification: On or about January 27, 2016

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported