Part 573 Safety Recall Report

15V-483

Manufacturer Name : Volkswagen Group of America, Inc.
Submission Date : AUG 05,2015
NHTSA Recall No. : 15V-483
Manufacturer Recall No. : To be determined

NHTSA
www.nhtsa.gov

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 : 0
  Estimated percentage with defect : 0

Vehicle Information :

  Vehicle : 2010-2014 Volkswagen CC
  Vehicle Type :
  Body Style :
  Power Train : NR
  Descriptive Information : Steering Wheel Clock Spring
  Production Dates : JAN 01, 1900 - JAN 01, 1900

  VIN (Vehicle Identification Number) Range

  Begin : NR   End : NR   ☐ Not sequential VINs

  Vehicle : 2010-2013 Volkswagen Eos
  Vehicle Type :
  Body Style :
  Power Train : NR
  Descriptive Information : Steering Wheel Clock Spring
  Production Dates : JAN 01, 1900 - JAN 01, 1900

  VIN (Vehicle Identification Number) Range

  Begin : NR   End : NR   ☐ Not sequential VINs

  Vehicle : 2011-2014 Volkswagen Golf/GTI
  Vehicle Type :
  Body Style :
  Power Train : NR
  Descriptive Information : Steering Wheel Clock Spring
  Production Dates : JAN 01, 1900 - JAN 01, 1900

VIN (Vehicle Identification Number) Range

Begin : NR   End : NR   ☐ Not sequential VINs

Vehicle : 2010-2013 Volkswagen Jetta
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : Steering Wheel Clock Spring
Production Dates : JAN 01, 1900 - JAN 01, 1900

VIN (Vehicle Identification Number) Range

Begin : NR   End : NR   ☐ Not sequential VINs

Vehicle : 2011-2013 Volkswagen Jetta SportWagen
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : Steering Wheel Clock Spring
Production Dates : JAN 01, 1900 - JAN 01, 1900

VIN (Vehicle Identification Number) Range

Begin : NR   End : NR   ☐ Not sequential VINs

Vehicle : 2010-2010 Volkswagen Passat (German Production)
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : Steering Wheel Clock Spring
Production Dates : JAN 01, 1900 - JAN 01, 1900

VIN (Vehicle Identification Number) Range

Begin : NR   End : NR   ☐ Not sequential VINs

Vehicle : 2010-2014 Volkswagen Passat (U.S. Production)
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : Steering Wheel Clock Spring
Production Dates : JAN 01, 1900 - JAN 01, 1900

VIN (Vehicle Identification Number) Range

Begin : NR   End : NR   ☐ Not sequential VINs

Vehicle : 2010-2014 Volkswagen Tiguan
Vehicle Type :
Body Style :
Power Train : NR
Descriptive Information : Steering Wheel Clock Spring
Production Dates : JAN 01, 1900 - JAN 01, 1900

VIN (Vehicle Identification Number) Range

Begin : NR　　　　　　　　　End : NR　　　　　　☐ 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 : To be determined

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 : To be determined

Planned Dealer Notification Date : NR   - NR

Planned Owner Notification Date : NR   - NR

* NR - Not Reported