



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 21, 2016

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-150TB
16V-648

Subject: Loss of Electric Power Steering Assist

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

AUDI/Q7/2017

Mfr's Report Date: September 6, 2016

NHTSA Campaign Number: 16V-648

Components:

STEERING:ELECTRIC POWER ASSIST SYSTEM

Potential Number of Units Affected: 8

Problem Description:

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain model year 2017 Audi Q7 vehicles manufactured November 11, 2015, to November 23, 2015. In the affected vehicles, the electric power steering assist control unit may short circuit resulting in a loss of power steering assist.

Consequence:

With a loss of power steering assist, extra steering effort will be required, especially at lower speeds, increasing the risk of a crash.

Remedy:

Audi will notify owners, and dealers will replace the steering rack, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Audi customer service at 1-800-822-2834. Volkswagen's number for this recall is 48M5.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Tariq Bond who may be reached by phone at 1-202-366-5472, or by email at tariq.bond@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement