

# Part 573 Safety Recall Report

# 16V-243

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Submission Date :** APR 27, 2016

**NHTSA Recall No. :** 16V-243

**Manufacturer Recall No. :** 44M9



## Manufacturer Information :

## Population :

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Number of potentially involved :** 366

**Address :** 3800 Hamlin Road

**Estimated percentage with defect :** 100 %

Auburn Hills MI 48326

**Company phone :** 1-800-893-5298

## Vehicle Information :

**Vehicle 1 :** 2016-2016 Volkswagen Touareg

**Vehicle Type :**

**Body Style :** SUV

**Power Train :** NR

**Descriptive Information :** TPMS Settings & Safety Certification Label Information Touareg with 21-inch wheels/tires: 366

**Production Dates :** JUL 07, 2015 - MAR 03, 2016

**VIN Range 1 :** Begin: WVGE9BP3GD002324 **End:** WVGE9BP4GD012377  Not sequential

## Description of Defect :

**Description of the Defect :** In certain vehicles, the tire pressure monitoring system (TPMS) has been incorrectly programmed to a lower pressure than required. Because of this, the warning for tire pressure loss will be delayed, and could result in the driver not being aware that one or more tires are low.

Additionally, the tire pressures printed on the Safety Certification label in certain vehicles are incorrect. This makes the label non-compliant with Federal Motor Vehicle Safety Standards.

**FMVSS 1 :** 138 - Tire pressure monitoring systems

**FMVSS 2 :** NR

**Description of the Safety Risk :** Driving with too low tire pressure may cause tire failure and a loss of vehicle control, increasing the risk of a crash.

**Description of the Cause :** Due to a supplementary offer of 21" rims, tire control tables were inaccurately updated to reflect the new rim size by human error. In consequence, TPMS (tire pressure monitoring system) settings and certification labels were incorrectly defined.

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : Volkswagen AG  
Address : Berliner Ring 2  
Wolfsburg FOREIGN STATES 38436  
Country : Germany

## Chronology :

On February 18, 2016 Volkswagen was informed about a customer complaint from the US market about incorrectly programmed pressure values in the TPMS.  
During March the complaint was analyzed and tracked to incorrect control tables and the additional mistake on the certification label was discovered.  
On April 15, 2016 the matter was brought to Volkswagen's product safety committee and a determination of non-compliance with FMVSS138 was made.

## Description of Remedy :

Description of Remedy Program : TMPS settings will be updated to contain correct specification in certain vehicles, the certification label will be replaced additionally.  
How Remedy Component Differs from Recalled Component : Correct specification of tire pressure data.  
Identify How/When Recall Condition was Corrected in Production : Control tables were updated to correctly supply production vehicles on March 10, 2016

## Recall Schedule :

Description of Recall Schedule : Dealers: TBD  
Customers: TBD  
Planned Dealer Notification Date : NR - NR  
Planned Owner Notification Date : NR - NR

\* NR - Not Reported