

Part 573 Safety Recall Report

16V-464

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : JUN 22, 2016

NHTSA Recall No. : 16V-464

Manufacturer Recall No. : 58C9



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 5,658

Address : 3800 Hamlin Road

Estimated percentage with defect : 1 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2016-2016 Volkswagen CC

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Rear Door Child Safety Locks
CC: 358

Production Dates : JAN 12, 2016 - FEB 03, 2016

VIN Range 1 : Begin : WVWRP7AN7GE512406 End : VVWBN7AN4GE513441 Not sequential

Vehicle 2 : 2016-2016 Volkswagen Golf R

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Golf R: 368

Production Dates : NOV 25, 2015 - JAN 28, 2016

VIN Range 1 : Begin : VVWUF7AU3GW185839 End : VVWLF7AU3GW228801 Not sequential

Vehicle 3 : 2016-2016 Volkswagen Tiguan

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Tiguan: 4,858

Production Dates : NOV 25, 2015 - JAN 28, 2016

VIN Range 1 : Begin : WVGAV7AX8GW055518 End : WVGAV7AX0GW585093 Not sequential

Vehicle 4 : 2016-2016 Volkswagen e-Golf

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : e-Golf: 175

Production Dates : NOV 25, 2015 - JAN 11, 2016

VIN Range 1 : Begin : WVVPP7AU6GW906374 End : WVVKP7AU3GW908075 Not sequential

Description of Defect :

Description of the Defect : A rear door child safety lock keeps a rear doors from being opened from the inside of the vehicle, so that children cannot open it accidentally. When the child safety lock is properly engaged, a rear door can only be opened from the outside. In affected vehicles it is possible in rare cases that a child lock on a rear door may disengage as a result of external vehicle vibration (as when closing a vehicle door).

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A disengaged child lock on a rear door could allow a child to unintentionally open a rear door. If this happens when the vehicle is moving, it could result in serious injury if a child were to fall from the vehicle.

Description of the Cause : Due to a molding issue, the locking mechanism was improperly manufactured. The position retaining mechanism inside the door lock could fracture during first operations. In consequence the child lock may disengage unintentionally.

Identification of Any Warning that can Occur : The customer may note the missing ratcheting into the end position and no tactile feedback occurs when the locking mechanism has fractured.

Supplier Identification :

Component Manufacturer

Name : Kiekert CSSRO

Address : Jaselska 593

Prelouce FOREIGN STATES 53501

Country : Czech Republic

Chronology :

- On January 25, 2016, the factory discovered improper working door locks during routine quality inspection of European production vehicles in Pamplona. Production was immediately blocked and analysis of the issue was initiated. A 100% production check was implemented to check functionality of the locks.
- From February to May 2016, the issue was investigated and traced to improper molding cavities. Further investigation revealed that also other plants were affected, among those also a plant producing vehicles for the United States market.
- During May 2016, risk evaluation was performed and presented to Volkswagen's product safety committee on June 15, 2016 where a defect determination was made.

Description of Remedy :

Description of Remedy Program :	Dealers will inspect and, if necessary, replace the child lock(s).
How Remedy Component Differs from Recalled Component :	Affected molding cavities were banned from production. 100% inspection implemented in production.
Identify How/When Recall Condition was Corrected in Production :	Condition was remedied by 100% inspection by multiple actuation of child safety lock on January 25, 2016.

Recall Schedule :

Description of Recall Schedule :	Recall schedule to be determined.
Planned Dealer Notification Date :	NR - NR
Planned Owner Notification Date :	NR - NR

* NR - Not Reported