

Part 573 Safety Recall Report

16V-646

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : OCT 17, 2016

NHTSA Recall No. : 16V-646

Manufacturer Recall No. : 24BZ



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 28,249

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2012-2013 Audi A7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Audi A7: 11,866

Production Dates : JAN 25, 2011 - JUN 06, 2012

VIN Range 1 : Begin : WAUSGAFXCXN000927 **End :** WAUYG AFC5DN008252 Not sequential

Vehicle 2 : 2012-2013 Audi A6

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Audi A6: 16,383

Production Dates : MAR 28, 2011 - JUN 19, 2012

VIN Range 1 : Begin : WAUBGAF C8CN002725 **End :** WAUHGAF C6DN008311 Not sequential

Description of Defect :

Description of the Defect : The under hood fuel hose may degrade over time resulting in a fuel leak. Leaking fuel, in the presence of an ignition source, may result in a fire.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Leaking fuel, in the presence of an ignition source, may result in a fire.

Description of the Cause : Technical investigations show that in all cases the pressure hold function of the in-tank fuel pump failed and an under hood fuel hose became porous/damaged from the inside due to an unknown medium. The origin of this medium could not be identified and remains unknown. The combination of the

aged fuel hose material and the hold function pressure may lead to degradation of the fuel hose.

Identification of Any Warning that can Occur : Fuel smell will be noticeable for vehicle occupants.

Supplier Identification :

Component Manufacturer

Name : TBD
Address : NR
NR
Country : NR

Chronology :

November 2015: AUDI AG became aware of an increase in warranty complaints for the fuel hose due to leakage and immediately started an advanced parts analysis which showed an abnormal aging due to the porous structure of the hose.

March 2016: AUDI AG started further analysis by comparing aging behavior with US-fuel (from several regions) under extreme laboratory conditions - at this point the part failure could not be duplicated.

May 2016: Further investigation of complaints - result shows that damage mostly occurs by restarting engine, cluster was found in MY12 and engine /gear code CGXB/NEU. Additional evaluations of the fuel system showed that pressure hold function of the fuel pump was improved as of May 2012.

June 2016: Further laboratory evaluations, defect could be duplicated under laboratory conditions.

August 26, 2016: Product Safety Committee decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : The in-tank fuel pump and an under hood fuel hose will be replaced.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : Improved pressure hold function of the in-tank fuel pump was implemented in May 2012 which leads to a decreased pressure on the under hood fuel hose.

Recall Schedule :

Description of Recall Schedule : Interim customer notification planned for 11/01 2016

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported