

# Part 573 Safety Recall Report

# 16V-646

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

**Submission Date :** OCT 04, 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 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 :** WAUBGAF8C8CN002725 **End :** WAUHGAF8C8DN008311  Not sequential

**Vehicle 2 :** 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 :** WAUSGAF8C8CN000927 **End :** WAUYGAF8C8DN008252  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 under hood fuel pump failed and the 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 under hood fuel pump and 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 under hood fuel pump was implemented in May 2012 which leads to a decreased pressure on the fuel hose.

**Recall Schedule :**

Description of Recall Schedule : Recall Notifications: TBD

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported