

Part 573 Safety Recall Report

16V-648

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : OCT 17, 2016

NHTSA Recall No. : 16V-648

Manufacturer Recall No. : 48M5



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Number of potentially involved : 8

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 Audi Q7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Steering Rack

Audi Q7: eight (8) vehicles affected

Production Dates : NOV 11, 2015 - NOV 23, 2015

VIN Range 1 : Begin : WA1VAAF78HD003644 **End :** WA1AAAF71HD003936 Not sequential

Description of Defect :

Description of the Defect : Silicone gel ("SilGel") used to protect the circuit board does not harden inside the control unit.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The circuit board is not protected against particles that may enter in the area. This may lead to a short circuit and loss of power steering assist. If the vehicle experiences a loss of power steering assist, extra steering effort will be required at lower speeds, increasing the risk of a vehicle crash.

Description of the Cause : SilGel is a 2-component material that is used, mixed and dispensed in 1:1 ration from 2 containers – one containing the silicon rubber, the other one containing the crosslinker (hardener). The 2 components need to be mixed before inserting it into the control unit. On Nov 2nd, 2015 a production failure happened in the Continental Budapest factory at the silgel dispensing station. Due to human error both containers were filled up with cartridges containing the same component A (silicon rubber). Therefore the dispensed silgel couldn't harden completely inside the ECUs produced.

Identification of Any Warning If a customer sees a power steering indicator light come on in the instrument

that can Occur : panel and the vehicle experiences a loss of power steering assist, they should immediately contact the nearest authorized dealer or qualified workshop in order to have the vehicle inspected. See the Owner's Manual for information on vehicle indicator lights.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

April 2016 - The supplier informed Audi of a production issue that occurred during one day of production (November 2, 2015).

April through August 2016 - Audi subsequently analyzed the issue to determine possible consequences.

August 29, 2016 - The matter was brought to Audi's product safety committee and the presence of a defect was determined.

Description of Remedy :

Description of Remedy Program : Replace steering rack.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : The supplier has adopted additional quality control countermeasures to ensure proper mixture of SilGel.

Recall Schedule :

Description of Recall Schedule : From October 10-14, 2016, Audi CXE team made telephone calls to notify the eight (8) affected customers in advance of the recall letter mailing.

Planned Dealer Notification Date : SEP 26, 2016 - SEP 26, 2016

Planned Owner Notification Date : NOV 01, 2016 - NOV 01, 2016

* NR - Not Reported