

# Part 573 Safety Recall Report

# 16V-660

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

**Submission Date :** OCT 31, 2016

**NHTSA Recall No. :** 16V-660

**Manufacturer Recall No. :** 20W9



## Manufacturer Information :

## Population :

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

**Number of potentially involved :** 143,214

**Address :** 3800 Hamlin Road

**Estimated percentage with defect :** 100 %

Auburn Hills MI 48326

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

## Vehicle Information :

**Vehicle 1 :** 2009-2012 Audi Q5

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Fuel Pump Flange

Audi Q5: 82,303

Gasoline Engine Only

**Production Dates :** NOV 15, 2008 - OCT 22, 2012

**VIN Range 1 : Begin :** WA1KK78R39A006360 **End :** WA1LFAFP4CA140356  Not sequential

**Vehicle 2 :** 2007-2012 Audi Q7

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Fuel Pump Flange

Audi Q7: 60,911

Gasoline Engines Only

**Production Dates :** FEB 10, 2006 - JUN 13, 2012

**VIN Range 1 : Begin :** WA1AV74L87D002434 **End :** WA1LGAFE6CD010590  Not sequential

## Description of Defect :

**Description of the Defect :** The filter housing of the fuel pump (part of the fuel cap flange) may develop fine cracks/fissures resulting in a fuel leak or fuel smell.

**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 :** Our investigations do not show a distinct cause of the fissures. However, we do have indications for an outside contamination by a liquid material corroding the structure of the flange.

**Identification of Any Warning that can Occur :** Fuel odor in vehicle and/or fuel leaking from vehicle.

## Supplier Identification :

### Component Manufacturer

**Name :** Continental Automotive GmbH

**Address :** Sodener Strasse 9

Schwalbach FOREIGN STATES 65824

**Country :** Germany

## Chronology :

Fall 2015: AUDI AG became aware of VOQ's to the NHTSA and an increase in overall complaints about fuel smell and/or fuel leaks on Q5 and Q7 vehicles. Investigations showed small cracks/fissures in the fuel pump flange but the root cause could not be found.

December 2015 - July 2016: Further analysis of possible causes, remedies and availabilities. Results show a cumulation of failures on vehicles from SOP until model year 2012. The type and source of the external medium causing the fissures still remains unknown.

August 2016: Testing of all possible remedies completed, decision for a butyl rubber band is made.

September 01, 2016: Audi Product Safety Committee decided to conduct a recall for models up to model year 2012 and continue field observation for remaining model years of Q5 and Q7 models.

Date of determination: September 01, 2016

## Description of Remedy :

**Description of Remedy Program :** Apply a butyl protective film to the fuel pump flange. If cracks are present, the fuel pump flange will be replaced.

**How Remedy Component Differs from Recalled Component :** NR

**Identify How/When Recall Condition was Corrected in Production :** NR

**Recall Schedule :**

Description of Recall Schedule : Interim customer notification planned for 11/08/2016

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported