

Part 573 Safety Recall Report

16V-660

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : OCT 17, 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 : 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

Vehicle 2 : 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

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 : The fuel pump flange will be cleaned and a butyl rubber band will be applied to the flange in order to protect the pump.

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