

# Part 573 Safety Recall Report

# 16V-660

**Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** SEP 09, 2016**NHTSA Recall No. :** 16V-660**Manufacturer Recall No. :** 20W9**Manufacturer Information :**

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road

Auburn Hills MI 48326

Company phone : 1-800-893-5298

**Population :**

Number of potentially involved : NR

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2009-2012 Audi Q5

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Fuel Pump Flange

Audi Q5

Gasoline Engine Only

Production Dates : JAN 01, 1900 - JAN 01, 1900

VIN Range 1 : Begin : NR

End : NR

 Not sequential

Vehicle 2 : 2007-2012 Audi Q7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Fuel Pump Flange

Audi Q7

Gasoline Engines Only

Production Dates : JAN 01, 1900 - JAN 01, 1900

VIN Range 1 : Begin : NR

End : NR

 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 : Notification dates are TBD.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported