

Part 573 Safety Recall Report

17V-309

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : MAY 11, 2017

NHTSA Recall No. : 17V-309

Manufacturer Recall No. : 23W5



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 84,262

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2012-2014 Volkswagen Passat

Vehicle Type :

Body Style :

Power Train : DIESEL

Descriptive Information : Heat Shield/Boost Hose

Passat TDI (diesel-engine) vehicles equipped with DSG only

Vehicle count: 84262

Production Dates : APR 11, 2011 - JUL 25, 2014

VIN Range 1 : Begin : 1VWBN7A39CC000123 End : 1VWBN7A36EC121534 Not sequential

Description of Defect :

Description of the Defect : An underbody heat shield may not be long enough to sufficiently protect the right drive half-shaft grease boot from heat. Over time, this could lead to a grease leak from the boot. If leaking grease comes into contact with heated surfaces of the exhaust system and/or diesel particulate filter (DPF), it could lead to a vehicle fire.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If leaking grease comes into contact with heated surfaces of the exhaust system and/or diesel particulate filter (DPF), it could lead to a vehicle fire.

Description of the Cause : A DPF overheat condition can be caused by multiple causes e.g. DPF over loading with soot or mis-fueling with gasoline.
DPF over-loading with soot can e.g. be caused by a failure of the upper boost hose: Vehicles produced from Start of Production (Diesel + DSG only) until 07/14/2012 were found to have a higher failure rate of the upper boost hose. No overheated DPF units were reported as associated with these failures at that time.
If the boost hose fails, metered and compressed air from the turbo charger can escape before entering the combustion chamber. This can lead to more fuel injected than what is required resulting in an excessive soot production. The excessive soot production is not correctly calculated by the ECM. In the event of a regeneration cycle of the DPF, the overloaded DPF may overheat.

Identification of Any Warning that can Occur : A leaking boost hose may lead to a flashing glow plug light and engaging the limp mode. Eventually the MIL light comes on. If this is ignored the DPF may get overloaded.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

July 2016: Parts and system analysis started due to the information about vehicle fire cases with damaged boost pipe. The boost pipe damage was interpreted as consequential damage. No systemic root cause was identified at parts analysis.

February 13th, 2017: Presentation in a pre-meeting for Volkswagen's Product Safety Committee. Further analysis conducted.

May 03, 2017: The matter was presented to Volkswagen's Product Safety Committee where the presence of a defect was determined.

Description of Remedy :

Description of Remedy Program : At no cost to customers, the driveshaft heat shield will be replaced. Certain vehicles within a specific VIN range will also have the upper boost hose replaced. Volkswagen will offer a reimbursement program for out-of-pocket expenses for repairs directly relating to the defect identified in this recall.

How Remedy Component Differs from Recalled Component : Heat shield: Replacement of a longer heat shield.
Upper Boost hose: Improvement of the hose middle layer.

Identify How/When Recall Condition was Corrected in Production : Heat shield: not applicable, End of production
Upper Boost hose: New part introduced on 07/14/2012

Recall Schedule :

Description of Recall Schedule : Dealers: Anticipated July 2017
Owners: Anticipated July 2017

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported