

Part 573 Safety Recall Report

17V-508

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : SEP 06, 2017

NHTSA Recall No. : 17V-508

Manufacturer Recall No. : 24DF



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 8,383

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2017-2018 Audi A3 Cabriolet

Vehicle Type :

Body Style :

Power Train : GAS

Descriptive Information : Upon analysis, the scope was determined to be limited to vehicles built with data packet software from ECU R4 TFSI 2.0 EA888G3. Vehicles without this software are excluded from the recall scope.

Production Dates : SEP 23, 2016 - AUG 21, 2017

VIN Range 1 : Begin : WAU6ULFF4H1020735 **End :** WAU6ULFFXJ1015853 **Not sequential**

Vehicle 2 : 2017-2018 Audi A3 Sedan

Vehicle Type :

Body Style :

Power Train : GAS

Descriptive Information : Upon analysis, the scope was determined to be limited to vehicles built with data packet software from ECU R4 TFSI 2.0 EA888G3. Vehicles without this software are excluded from the recall scope.

Production Dates : SEP 23, 2016 - AUG 25, 2017

VIN Range 1 : Begin : WAUAUGFF9H1020733 **End :** WAUAUGFFXJ1017247 **Not sequential**

Description of Defect :

Description of the Defect : Engine air/fuel mixture burning stability strategy, in connection with late ignition cycles, is not robust enough. During engine start-up or low engine RPM, as the dual mass flywheel begins to rotate, the system misinterprets this a "knocking" condition which may cause a vehicle to lose motive power when beginning to move from a stop or from a slow roll to acceleration. The vehicle can be immediately restarted. There have been no collisions or injuries associated with this issue.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An engine stall can increase the risk of a crash.

Description of the Cause : Software issue within the engine control module (ECM).

Identification of Any Warning that can Occur : If this fault occurs and the vehicle stalls, the red "Engine Stop While Driving" light will illuminate. Owners should refer to the vehicle owner's manual for complete information on vehicle warning lights.

Supplier Identification :**Component Manufacturer**

Name : AUDI AG

Address : D-85045

Ingolstadt FOREIGN STATES

Country : Germany

Chronology :

Audi began to receive reports that certain new production vehicles lost motive power when beginning to move from a stop or from a slow roll to acceleration. The vehicles can be immediately restarted. Audi received a small number of claims in April and May, 2017, but the number of claims grew substantially during the hot summer months. Audi's investigation revealed that the claims are all associated with hot weather areas. Although Audi recognizes that this issue occurs only at low speeds with immediate restart, Audi has decided to conduct the campaign as a safety recall.

Date of determination: August 09, 2017

Description of Remedy :

Description of Remedy Program : Audi dealers will install updated software in affected vehicles. This work will be done free of charge for customers.
Audi will not offer a reimbursement program in conjunction with this recall.

How Remedy Component Differs from Recalled Component : Updated software does not contain the recall defect that was present/
installed in ECU R4 TFSI 2.0 EA888G3.

Identify How/When Recall Condition was Corrected in Production : Anticipate updated software will be introduced into production in
September 2017.

Recall Schedule :

Description of Recall Schedule : Dealers and owners planned for September 2017.

Planned Dealer Notification Date : SEP 06, 2017 - SEP 06, 2017

Planned Owner Notification Date : SEP 29, 2017 - SEP 29, 2017

* NR - Not Reported