

Part 573 Safety Recall Report

17V-622

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** DEC 11, 2017**NHTSA Recall No. :** 17V-622**Manufacturer Recall No. :** 80C5/80C6**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 : 216,440

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2013-2016 Audi A5 Cabriolet

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles with an auxiliary heater produced between April 2011 and May 2015 are affected by this condition due to the material composition of the part. Up until March 2011, a combination of tin and silver was used for the electrical connector within the auxiliary heater. In April 2011, the supplier replaced the silver with tin. In June 2015, the supplier began using the tin and silver combination again.

13627

Production Dates : MAR 12, 2012 - JUL 31, 2015

VIN Range 1 : Begin : WAUVFAFH9DN000124 End : WAUD2AFH0GN002680 Not sequential

Vehicle 2 : 2013-2016 Audi A4 Sedan

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles with an auxiliary heater produced between April 2011 and May 2015 are affected by this condition due to the material composition of the part. Up until March 2011, a combination of tin and silver was used for the electrical connector within the auxiliary heater. In April 2011, the supplier replaced the silver with tin. In June 2015, the supplier began using the tin and silver combination again.

64828

Production Dates : FEB 16, 2012 - JUL 31, 2015

VIN Range 1 : Begin : WAUFFAFL9DN001296 End : WAUFFAFL5GN008671 Not sequential

Vehicle 3 : 2013-2016 Audi A4 allroad

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles with an auxiliary heater produced between April 2011 and May 2015 are affected by this condition due to the material composition of the part. Up until March 2011, a combination of tin and silver was used for the electrical connector within the auxiliary heater. In April 2011, the supplier replaced the silver with tin. In June 2015, the supplier began using the tin and silver combination again.

15589

Production Dates : MAR 12, 2012 -JUL 31, 2015

VIN Range 1 : Begin : WA1UFAFL8DA028484 End : WA1UFAFL7GA006545 Not sequential

Vehicle 4 : 2013-2016 Audi Q5

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles with an auxiliary heater produced between April 2011 and May 2015 are affected by this condition due to the material composition of the part. Up until March 2011, a combination of tin and silver was used for the electrical connector within the auxiliary heater. In April 2011, the supplier replaced the silver with tin. In June 2015, the supplier began using the tin and silver combination again.

102652

Production Dates : JUL 04, 2012 -JUL 31, 2015

VIN Range 1 : Begin : WA1LFAPF4DA001703 End : WA1CVAFP4GA037365 Not sequential

Vehicle 5 : 2013-2016 Audi A5 Coupe

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles with an auxiliary heater produced between April 2011 and May 2015 are affected by this condition due to the material composition of the part. Up until March 2011, a combination of tin and silver was used for the electrical connector within the auxiliary heater. In April 2011, the supplier replaced the silver with tin. In June 2015, the supplier began using the tin and silver combination again.

20217

Production Dates : MAR 08, 2012 -JUL 31, 2015

VIN Range 1 : Begin : WAULFAFR1DA000321 End : WAUM2AFR7GA015197 Not sequential

Description of Defect :

Description of the Defect : The electrical connector of the auxiliary heater is susceptible to contact corrosion, which may cause the auxiliary heater to fail and/or cause the wires to overheat and melt.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Melting wires may usually lead to an open circuit, but can also lead to overheating which can result in a fire.

Description of the Cause : Mechanical strain on the electrical connector and micro movements may lead to contact corrosion and fretting. Tin-only coated connectors are less resistant to this phenomenon. In consequence increased transition resistance may occur and could lead to increased temperatures.

Identification of Any Warning that can Occur : None

Supplier Identification :**Component Manufacturer**

Name : Mahle Behr GmbH & Co. KG

Address : Mauserstr. 3
Stuttgart FOREIGN STATES 70469

Country : Germany

Chronology :

February 2015: Field reports of complaints of the auxiliary heater were reported and discussed at the Audi Product Safety Committee.

March - September 2015: Audi AG conducted analysis and evaluation of the issue both internally and with the supplier.

October 2015: The Audi Product Safety Committee requested additional parts for further analysis.

November 2015 - May 2016: Comprehensive analysis was conducted between Audi AG and the supplier, with monthly reports to the Audi Product Safety Committee.

June 2016: The Audi Product Safety Committee decided to conduct a service action campaign to update climate control module software.

July 2016 - August 2017: Analysis regarding influences and pre-conditions of the failure.

June 2017 - September 2017: Further investigations were conducted, based on intensified stress tests and field surveys.

September 28, 2017: The Audi Product Safety Committee decides to conduct a safety recall, recommending to replace the auxiliary heater in addition to updating the existing software.

Date of determination: September 28, 2017

Description of Remedy :

Description of Remedy Program : The recall remedy program will vary, depending on the vehicle's software status, as follows:

Safety Recall Campaign 80C6 (vehicles without software update from service campaign 82B8). Replace the auxiliary heater and perform software update. This work will be performed free of charge. (Approximately 16,954 vehicles)

Safety Recall Campaign 80C5 (vehicles with the software update from service campaign 82B8): Replace the auxiliary heater. Owners will be advised that parts will be available after December 15, 2017 and they can schedule the repair at that time. In the interim, customers are advised to turn off the auxiliary heater via the Multi Media Interface (MMI). (Note: In the interim, when the auxiliary heater is turned off via the MMI customers will still have heat in the vehicle, but in certain conditions the interior may take slightly longer to warm up. (Approximately 199,962 vehicles).

Audi will offer a reimbursement program for this recall.

How Remedy Component Differs from Recalled Component : Recalled part: 8K0 819 011 C Auxiliary Heater with production date April 2011 to June 2015.

The new part has an electrical plug connector made of a tin and silver combination.

Identify How/When Recall Condition was Corrected in Production : Previously the coating of the electrical plug connector within the auxiliary heater was made of tin only.

Recall Schedule :

Description of Recall Schedule : 80C6: Dealer/Owner 11/27/2017

80C5: Dealer 12/18/2017 Owner 12/19/2017

Planned Dealer Notification Date : NOV 27, 2017 - NOV 27, 2017

Planned Owner Notification Date : NOV 27, 2017 - NOV 27, 2017

* NR - Not Reported