

Part 573 Safety Recall Report

17V-622

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** OCT 10, 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.

13671

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.

65111

Production Dates : MAR 02, 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.

15643

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.

101646

Production Dates : APR 07, 2012 - JUL 31, 2015

VIN Range 1 : Begin : WA1LFAFP4DA001703 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.

20369

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 : Replace the auxiliary heater and, for vehicles that have not yet had the software update performed, perform software update. This work will be performed at no cost to owners. 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 : Campaign 80C6 for vehicles without software update (service campaign 82B8 still open): Due to limited parts availability these customers will be contacted first for part replacement and software update.

Campaign 80C5 for vehicles that have already gotten the software update (with service campaign 82B8): These customers will be contacted for part replacement at a later time as parts supply permits.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported