

Part 573 Safety Recall Report

17V-662

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** OCT 18, 2017**NHTSA Recall No. :** 17V-662**Manufacturer Recall No. :** 94J9**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 : 5,509

Estimated percentage with defect : 6 %

Vehicle Information :

Vehicle 1 : 2018-2018 Volkswagen Tiguan LWB

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : This recall impacts the Volkswagen Tiguan LWB (Long Wheel Base) produced in Mexico only. As a result of incomplete new hire training at the taillight supplier along with an insufficient supplier metallization process quality control, back-up lights with deficient metallization were installed in certain Volkswagen Tiguan LWB vehicles during a limited production period. The recalled lights are not bright enough, which makes them non-compliant with Federal regulations.

SAE J593 / FMVSS 108

Production Dates : JUL 04, 2017 - AUG 19, 2017

VIN Range 1 : Begin : 3VV3B7AX1JM007065 End : 3VV2B7AX4JM032022 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : The back-up lights within the taillight assemblies on certain vehicles may not be bright enough to meet federal regulatory requirements.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk : Lights that are not in compliance with regulatory requirements may increase the risk of a crash.

Description of the Cause : Deficient metallization process in the part may lead to insufficient brightness.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : HELLA Automotive México, S.A. de C.V.

Address : HELLA Automotive México

Carretera a El Castillo Km. 10.5 El Salto FOREIGN STATES 45680

Country : Mexico

Chronology :

August 1, 2017: Issue was first discovered in VW Mexico. The supplier was notified to begin investigating.

September 13, 2017: The topic was presented to the VW Mexico Product Safety Committee. It was decided that further Investigation was necessary. Such further investigation, documentation and decision process continued.

October 11, 2017: The topic was discussed in a video conference with the Volkswagen AG Product Safety Committee, where the presence of a non-compliance was determined.

Description of Remedy :

Description of Remedy Program : At no cost to customers, the affected back-up lights (inner tail light assembly) will be replaced. Volkswagen will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The replacement parts are manufactured to specification with properly metallized backup-light reflectors.
Recalled parts are: 5NN 945 093 Tail light left, 5NN 945 094 Tail light right

Identify How/When Recall Condition was Corrected in Production : Additional failure detection equipment (camera) installed at supplier Hella to check light intensity (August 15th, 2017, definitive countermeasure).
Training for workers in the metallization area at supplier Hella (September 8th, 2017 reinforcement countermeasure).

Recall Schedule :

Description of Recall Schedule : Dealer notification - estimated November 2017
Owner notification - estimated November 2017

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported