

Part 573 Safety Recall Report

17V-781

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** DEC 06, 2017**NHTSA Recall No. :** 17V-781**Manufacturer Recall No. :** 20AR**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 : 48,693

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2012-2014 Audi A6

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined to include only vehicles from SOP through CW 38/2013 (CW 39/2013 is when the redesigned fuel line was introduced into production). Audi is not aware of any incidents or field reports for vehicles produced after CW 38/2013. Vehicles not in the recall have a redesigned fuel line that is not subject to the recall condition.

A6 28,625

Production Dates : MAR 28, 2011 - SEP 13, 2013

VIN Range 1 : Begin : WAUBGAF8C8CN002725 End : WAUHGAF3EN045091 Not sequential

Vehicle 2 : 2012-2014 Audi A7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined to include only vehicles from SOP through CW 38/2013 (CW 39/2013 is when the redesigned fuel line was introduced into production). Audi is not aware of any incidents or field reports for vehicles produced after CW 38/2013. Vehicles not in the recall have a redesigned fuel line that is not subject to the recall condition.

A7: 20,068

Production Dates : JAN 25, 2011 - SEP 07, 2013

VIN Range 1 : Begin : WAUSGAF8CXCN000927 End : WAU2GAF3EN045100 Not sequential

Description of Defect :

Description of the Defect : The fuel line was designed with a compression point to assist in installation. Due to manufacturing tolerance issues, this part of the fuel line may weaken and leak over time.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Leaking fuel, in the presence of an ignition source, can lead to a fire.

Description of the Cause : The fuel line was designed with a compression point to assist in installation. Due to manufacturing tolerance issues, this part of the fuel line may weaken and leak over time.

Identification of Any Warning that can Occur : Vehicle occupants may notice a fuel odor when the fuel line begins to leak.

Supplier Identification :**Component Manufacturer**

Name : Hydro Precision Tubing Tønder a.s

Address : Hydrovej 6
6270 Tønder, Denmark FOREIGN STATES 6270

Country : Denmark

Chronology :

Mid CY 2013: Field incidents of leaking fuel lines on Audi A6 and Audi A7 vehicles with the 3.0TFSI engine were reported. Audi AG began an investigation at that time.

June 2014: During this time the number of leaking fuel line reports increased, and after additional investigation the matter was presented to the Audi Product Safety Committee, where the decision was made to address this issue with a gearbox software update. While optimizing the shifting comfort, this software also reduced the vibration/strain on the fuel line. The Audi Product Safety Committee also decided to continue field monitoring for this issue.

March 2015 - April 2017: Audi AG received information that, on some vehicles, the fuel line developed damage after the gearbox software update had been performed.

April/May 2017: The Audi Product Safety Committee was informed about these incidents, a field analysis was tasked.

October 2017: Audi AG laboratory analysis of eleven (11) fuel lines was completed. None of these fuel lines showed any damage.

October/November 2017: Audi AG was made aware of additional incidents where the fuel line began leaking after the gearbox software update.

November 29, 2017: After reviewing additional data/analysis, the Audi Product Safety Committee determined the presence of a defect and the decision to conduct a safety recall was made.

Description of Remedy :

Description of Remedy Program : At no cost to customers, Audi will replace the affected fuel line. Audi will offer a reimbursement program for this recall.

How Remedy Component Differs from Recalled Component : Part number: 4G0 201 544 Fuel Line with vent hose (Note: the affected fuel line is part of a wiring harness assembly. The new fuel line is only available separately for this recall.)
With the product improvement in CW 39/2013, the compressible fuel line was replaced by a redesigned fuel hose. Instead of compression, a shrinking hose is used.

Identify How/When Recall Condition was Corrected in Production : A redesigned fuel line was introduced in production in CW 39/2013.

Recall Schedule :

Description of Recall Schedule : Dealer/customer: planned for February 2018

Planned Dealer Notification Date : FEB 05, 2018 - FEB 05, 2018

Planned Owner Notification Date : FEB 05, 2018 - FEB 05, 2018

* NR - Not Reported