

Part 573 Safety Recall Report

18V-229

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : APR 11, 2018

NHTSA Recall No. : 18V-229

Manufacturer Recall No. : 19N3/19N4



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 : 342,867

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2013-2017 Audi A5 Cabriolet with 2,0l TFSI engine

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles equipped with a certain version of the 2.0T engine (EA888 Evo2) are equipped with the affected coolant pump.

Production Dates : MAR 09, 2012 - DEC 16, 2016

VIN Range 1 : Begin: WAUVFAFH9DN000124 End: WAUD2AFH0HN004639 Not sequential

Vehicle 2 : 2012-2015 Audi A6 with 2,0l TFSI engine

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles equipped with a certain version of the 2.0T engine (EA888 Evo2) are equipped with the affected coolant pump.

Production Dates : APR 04, 2011 - DEC 22, 2014

VIN Range 1 : Begin: WAUAF AFC1CN002290 End: WAUGFAFC2FN050394 Not sequential

Vehicle 3 : 2013-2016 Audi Audi A4 Sedan with 2,0l TFSI engine

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles equipped with a certain version of the 2.0T engine (EA888 Evo2) are equipped with the affected coolant pump.

Production Dates : FEB 20, 2012 - DEC 08, 2015

VIN Range 1 : Begin: WAUEFAFL8DN001124 End: WAUFFAFL1GN019005 Not sequential

Vehicle 4 : 2013-2017 Audi A5 with 2,0l TFSI engine

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles equipped with a certain version of the 2.0T engine (EA888 Evo2) are equipped with the affected coolant pump.

Production Dates : MAR 08, 2012 - NOV 19, 2016

VIN Range 1 : Begin : WAULFAFR1DA000321 End : WAUD2AFR5HA001817 Not sequential

Vehicle 5 : 2013-2016 Audi A4 allroad with 2.0l TFSI engine

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles equipped with a certain version of the 2.0T engine (EA888 Evo2) are equipped with the affected coolant pump.

Production Dates : MAR 12, 2012 - APR 01, 2016

VIN Range 1 : Begin : WA1UFAFL8DA028484 End : WA1UFAFL8GA018283 Not sequential

Vehicle 6 : 2013-2017 Audi Q5 with 2.0l TFSI engine

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Only vehicles equipped with a certain version of the 2.0T engine (EA888 Evo2) are equipped with the affected coolant pump.

Production Dates : JUL 04, 2012 - DEC 20, 2016

VIN Range 1 : Begin : WA1LFAFP4DA001703 End : WA1M2AFP6HA095315 Not sequential

Description of Defect :

Description of the Defect : In certain vehicles equipped with a 2.0L TFSI engine, the electric coolant pump may experience a short-circuit and/or overheat.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A short circuit or overheating within the electric coolant pump may lead to a vehicle fire.

Description of the Cause : According to our latest findings, there are 2 different possible error patterns:
1. The pump may become blocked by debris and subsequently may overheat.
2. Moisture within the pump may lead to a short-circuit.

Identification of Any Warning that can Occur : Depending on the engine control unit software an error within the electric coolant pump may be detected and the customer could be warned by the EPC indicator light.

Supplier Identification :

Component Manufacturer

Name : Buehler Motor GmbH
Address : Anne-Frank-Str. 33-35
Nuremberg FOREIGN STATES 90459
Country : Germany

Chronology :

December 23, 2016: The Audi Product Safety Committee decided to conduct a recall (Audi code 19M1/NHTSA 17V002) and update the engine control unit software on the affected vehicles. The new software switches off the coolant pump if it becomes blocked and notifies the customer through the illumination of the EPC indicator light.

January 31, 2017: Start of campaign

March 2017 to August 2017: Single reports of overheating pumps after campaign completion. Cases were been investigated, however, results were inconclusive at that point. Additional parts were requested from the field for further analysis.

September/October 2017: Increase in reports of overheating pumps after campaign completion.

October 2017 - March 2018: Intensified field testing and laboratory analysis to identify potential root cause, influential factors and error patterns. Testing showed that not just debris but also moisture was a factor.

April 4, 2018: The Audi Product Safety Committee made a determination of defect and decided that the coolant pumps on the affected vehicles need to be replaced in addition to the software update. Especially it was identified that moisture is the main factor leading to a possible overheating by debris. However, a blocked pump may develop more moisture and is therefore at a higher risk of overheating.

Description of Remedy :

Description of Remedy Program : Vehicles included in this recall were previously recalled under NHTSA 17V002 / Audi code 19M1. In addition to the software update for the engine control module as the remedy of the previous recall, Audi has now decided to replace the pumps in all vehicles.

How Remedy Component Differs from Recalled Component : Part number of the recalled pump: 059 121 012 B

Besides other improvements, the new pump is equipped with a pressure compensation element to avoid moisture accumulation.

Identify How/When Recall Condition was Corrected in Production :

A4/A5 B8 vehicles: The specific engine version (EA888 Evo2) with the affected pumps was used only in facelift vehicles until end of production. With the introduction of the B9 vehicles another engine version with a different pump was used.

Q5 B8 vehicles: The specific engine version (EA888 Evo2) with the affected pumps was used only in facelift vehicles until end of production. With the introduction of the Q5 B9 another engine version with a different pump was used.

A6 vehicles: The specific engine version (EA888 Evo2) with the affected pumps was used from start of production until SOP of the facelift vehicles when another engine version with a different pump was used.

Recall Schedule :

Description of Recall Schedule : Interim notification will be sent to owners on or before June 11, 2018

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported