

Part 573 Safety Recall Report

18V-262

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : APR 25, 2018

NHTSA Recall No. : 18V-262

Manufacturer Recall No. : 42i7



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 : 7,049

Estimated percentage with defect : 32 %

Vehicle Information :

Vehicle 1 : 2018-2018 Volkswagen Tiguan LWB

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined based on date of production between January 15, 2018 and March 9, 2018 for all Tiguan LWB produced in Puebla, Mexico. These dates were determined based on shippings of affected batches which arrived to VW Mexico from the supplier. Since some vehicles were repaired at the factory and at ports, only vehicles which were out of reach for VW were selected.

Production Dates : JAN 15, 2018 - MAR 06, 2018

VIN Range 1 : Begin : 3VV3B7AX1JM098581 **End :** 3VV5B7AX4JM129704 Not sequential

Description of Defect :

Description of the Defect : In affected vehicles, a lower loop of a rear shock absorber may separate from its base due to an incorrect supplier welding process.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a failure occurs, the lower loop of a rear shock absorber may detach from the base cup and destabilize the vehicle, potentially resulting in a crash without warning.

Description of the Cause : The welding problem was caused by a mechanical misalignment of the arc welder torch used for the loop to base assembly.

Identification of Any Warning that can Occur : The driver might be alerted by noise in rear suspension while driving.

Supplier Identification :

Component Manufacturer

Name : Tenneco
Address : 500 N. Field Drive
Lake Forest ILLINOIS 60045
Country : United States

Chronology :

February, 19 2018 through March 03,2018: incorrect welding detected at an internal test track. Quality/root cause analysis started.

March 26, 2018: The topic was presented in the Volkswagen Mexico Pre- Product Safety Committee. Deeper analysis started.

April 02, 2018: The topic was presented in the Volkswagen Mexico Product Safety Committee. Further technical details requested.

April 18, 2018: Volkswagen AG and Volkswagen Mexico Product Safety Committees determined the presence of a defect and the decision to conduct a safety recall was made.

Description of Remedy :

Description of Remedy Program : Inspect and, if necessary, replace one or both rear shock absorbers. Because all affected vehicles are still covered under New Vehicle Limited Warranty, no reimbursement program is planned for this recall.

How Remedy Component Differs from Recalled Component : Remedy rear shock absorber is built with a correct welding. All rear shock absorbers for these vehicles have a 7 digit code to identify the production date. Recalled shock absorbers will show a number between "010" and "054" in the 2nd, 3rd and 4th digits of this code. These numbers correspond to the affected production dates.

Recalled part is the Rear Shock Absorber with several part numbers: 5QN513049 with index AM, AN, AQ, or AR (for example 5QN513049AM).

Identify How/When Recall Condition was Corrected in Production : The condition was corrected at the supplier's production line on February 21, 2018. The welding torch was replaced and properly aligned; the position of the torch was reinforced.

Recall Schedule :

Description of Recall Schedule : Anticipated notifications in June 2018
Planned Dealer Notification Date : JUN 22, 2018 - JUN 22, 2018
Planned Owner Notification Date : JUN 25, 2018 - JUN 25, 2018

* NR - Not Reported