Part 573 Safety Recall Report

Manufacturer Name :Volkswagen Group of America, Inc.Submission Date :MAY 16, 2018NHTSA Recall No. :18V-324Manufacturer Recall No. :40N4

Manufacturer Information :

Manufacturer Name :Volkswagen Group of America, Inc.Address :3800 Hamlin RoadAuburn Hills MI 48326Auburn Hills MI 48326Company phone :1-800-893-5298

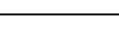
Vehicle Information :

Vehicle Type : Body Style :	SUV	
Power Train :		
Descriptive Information :	The recall population was determined based on affected parts in which the lower ball joint nut was reworked at the facilities of the supplier prior to being provided to the factory for production use. There is a direct trace-ability between parts and vehicles, so the affected list was determined based upon the supplier's records of reworks for that part. The recalled products differ from products not included in the recall in that the non-recalled parts had not been reworked by the supplier.	
Production Dates :	AUG 01, 2017 - JAN 15, 2018	
VIN Range 1:	Begin : 3VV0B7AX1JM023947 End : 3VV2B7AX6JM098524 ✓ Not sequential	

Description of Defect :

Description of the Defect :	The nut holding the lower ball joint of the front wheel in each side may be loose or improperly torqued.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	A loose or improperly torqued ball joint nut can result in dislocation of the lower ball joint. This may cause steering, traction or other stability issues relating to the front wheels and potentially result in a crash.
Description of the Cause :	The supplier responsible for this assembly did not replace the nut when it had to be re-tightened during their part assembly rework process. The nut must always be replaced, and the supplier did not control this part of the rework process.
Identification of Any Warning that can Occur :	Loud noises in the front of the vehicle.

The information contained in this report was submitted pursuant to 49 CFR \$573



18V-324

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Population :

Number of potentially involved :360Estimated percentage with defect :2 %

Supplier Identification :

Component Manufacturer

Name : Thyssenkrupp Mexico Address : Calle Ébano #32 Cuautlancingo FOREIGN STATES 72710 Country : Mexico

Chronology :

November 2017: Volkswagen is made aware of an incident involving a subject vehicle. February 2018: Volkswagen is made aware of a second incident involving a subject vehicle. Investigation/ analysis started. March 2018: Volkswagen learns of a third incident with a subject vehicle. Parts received for analysis. April 08, 2018: Poka Yoke (inadvertent error prevention) implemented as improvement at the assembly supplier, no root cause confirmed at that time. Analysis focused on impact of rework procedure.

April 23, 2018: Root cause confirmed as incorrect rework procedure along with excess of anticorit (corrosion preventative).

May 04, 2018: Topic presented in Pre-APS Panel VW Mexico.

May 08, 2018: Topic presented in APS VW Mexico, requested discussion with APS VW Wolfsburg, Germany. May 09, 2018: Topic presented in APS VW Wolfsburg, Germany. Defect determined, decision for a recall made.

Description of Remedy :

Description of Remedy Program :	Replace the nut of the lower ball joint (ball joint to wheel bearing housing) on both sides of each affected vehicle. Because all vehicles are under New Vehicle Limited Warranty, no reimbursement program is planned for this recall.
J 1	There is no difference between the remedy component (nut) and the recalled component (nut). The nut itself is a one-time use item; the difference is that in affected vehicles the nut was re-used instead of being replaced as required. Under this recall, a new nut will be installed and torqued to the correct specification.
	The recall condition was corrected in production on April 08, 2018 at the supplier. The supplier implemented a process improvement (Poka Yoke) that forces the use of a new nut, thus preventing the error from occurring again.

Recall Schedule :

Description of Recall Schedule : Dealer/owner notification expected to take place on or before July 15, 2018

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Planned Dealer Notification Date : JUL 15, 2018 - JUL 15, 2018 Planned Owner Notification Date : JUL 15, 2018 - JUL 15, 2018

* NR - Not Reported

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