

Part 573 Safety Recall Report

18V-324

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : MAY 25, 2018

NHTSA Recall No. : 18V-324

Manufacturer Recall No. : 40N4



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 : 360

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2018-2018 Volkswagen Tiguan LWB

Vehicle Type :

Body Style : SUV

Power Train : NR

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.

Supplier Identification :

Component Manufacturer

Name : Thyssenkrupp Mexico
Address : Calle Ébano #32
Cuatlancingo 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 anticorrit (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 :

- Volkswagen has issued an urgent stop-drive notice for vehicles affected by this recall. Affected vehicles should NOT be driven until the recall repair has been completed.
- Owners are advised: DO NOT DRIVE THE VEHICLE; contact VW Roadside Assistance a 1-800-411-6688 to make arrangements for the vehicle to be towed to an authorized Volkswagen dealer for repair.
- Dealers will provide a FREE loaner vehicle for affected owners if necessary.
- Dealers will replace the nut of the lower ball joint (ball joint to wheel bearing housing) on both sides of each affected vehicle. Repairs are expected to begin on May 25, 2018.
- Because all vehicles are under New Vehicle Limited Warranty, no reimbursement program is planned for this recall.

How Remedy Component Differs from Recalled Component :

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.

Identify How/When Recall Condition was Corrected in Production : 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
Planned Dealer Notification Date : MAY 24, 2018 - MAY 24, 2018
Planned Owner Notification Date : MAY 25, 2018 - MAY 25, 2018

* NR - Not Reported