

# Part 573 Safety Recall Report

# 18V-324

**Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** JUN 20, 2018**NHTSA Recall No. :** 18V-324**Manufacturer Recall No. :** 40N4/40N5**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 : 2,464

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

Vehicle 2 : 2018-2018 Volkswagen Tiguan

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined based on affected parts in which an excessive amount of anti-corrosion fluid was used in combination with a low torque at the lower ball joint. Affected parts were determined by the supplier based upon their torque records for each part. The recalled products differ from products not included in the recall in that the non-recalled parts have not been subject to the extra fluid issue nor the torque issue identified by the supplier.

Production Dates : JUL 31, 2017 - APR 03, 2018

VIN Range 1 : Begin : 3VV1B7AX1JM023418 End : 3VV1B7AX2JM141445  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 : 40N4: 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.

40N5: Insufficient torque in combination with excess anti-corrosion fluid at the supplier.

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  
Cuautlancingo FOREIGN STATES 72710

Country : Mexico

**Chronology :**

40N4:

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.

40N5:

May 09, 2018: Topic presented in VW de Mexico's and Volkswagen Product Safety Committee. Defect determined, decision for a recall made. Decision made under the assumption that rework caused topic. Additional root cause under investigation.

June 06, 2018: Analysis finished, topic was again presented in VW de Mexico's Product Safety Committee: new results showed a second root cause.

June 13, 2018: Topic presented in VW de Mexico's and Volkswagen Product Safety Committee. Defect determined, decision for a recall extension 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.
- 40N4: 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.
- 40N5: Dealers will replace the nut of the lower ball joint (ball joint to wheel bearing housing) on both sides of each affected vehicle and clean the threads in the ball joint. Repairs are expected to begin in June 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 :

40N4:  
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.

40N5:  
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 either improperly torqued and the ball joint thread will be cleaned to remove the anticorrosion fluid.

The affected component is a Shouldered Hex Nut M12x1.5, and its part number is WHT 000 785.

**Identify How/When Recall Condition was Corrected in Production :** 40N4: 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.

40N5: 04/23/2018: Assure correct torque in the tightening process in production at VW.  
03/27/2018: Cleaning of anti-corrosion fluid at supplier

### Recall Schedule :

**Description of Recall Schedule :** 40N4: Dealers May 24, 2018 / Owners May 25, 2018  
40N5: Dealers June 22, 2018 / Owners June 22, 2018

**Planned Dealer Notification Date :** MAY 24, 2018 - MAY 24, 2018

**Planned Owner Notification Date :** MAY 25, 2018 - MAY 25, 2018

\* NR - Not Reported