

# Part 573 Safety Recall Report

# 18V-862

**Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** DEC 05, 2018**NHTSA Recall No. :** 18V-862**Manufacturer Recall No. :** 82C1**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 : 845

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2016-2016 Audi A6 Sedan

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined based upon four (4) reported incidents happened on (non-US market) vehicles that were produced between August 1, 2014 and September 28, 2014 (no incidents were reported in the United States). As the root cause is still under investigation, a specific production period has been defined, covering the conspicuous period +/- one month as a safety margin. Vehicles built before and after this period are not included in the recall.

A6 Sedan Vehicle Count: 2

Production Dates : OCT 29, 2014 - OCT 31, 2014

VIN Range 1 : Begin : WAUFMAFC6GN000598 End : WAUFMAFC4GN000616  Not sequential

Vehicle 2 : 2015-2015 Audi A7

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined based upon four (4) reported incidents happened on (non-US market) vehicles that were produced between August 1, 2014 and September 28, 2014 (no incidents were reported in the United States). As the root cause is still under investigation, a specific production period has been defined, covering the conspicuous period +/- one month as a safety margin. Vehicles built before and after this period are not included in the recall.

Audi A7 Vehicle Count: 233

Production Dates : JUL 01, 2014 - OCT 31, 2014

VIN Range 1 : Begin : WAUWMAFC2FN006381 End : WAUWMAFC0FN030811  Not sequential

Vehicle 3 : 2015-2015 Audi A6 Sedan

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined based upon four (4) reported incidents happened on (non-US market) vehicles that were produced between August 1, 2014 and September 28, 2014 (no incidents were reported in the United States). As the root cause is still under investigation, a specific production period has been defined, covering the conspicuous period +/- one month as a safety margin. Vehicles built before and after this period are not included in the recall.

A6 Sedan Vehicle Count: 610

Production Dates : JUL 01, 2014 - OCT 31, 2014

VIN Range 1 : Begin : WAUHMAFC3FN004499 End : WAUFMAFC7FN031695  Not sequential

## Description of Defect :

**Description of the Defect :** The auxiliary heater connector may not have been properly inserted into the auxiliary heater.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** This can lead to increased contact resistances in the connector area and result in a thermal overload, which may cause smoldering and the risk of a fire.

**Description of the Cause :** This issue is the result of an assembly error.

**Identification of Any Warning that can Occur :** If this issue is present, vehicle occupants may notice a burning odor.

## Supplier Identification :

### Component Manufacturer

Name : AUDI AG

Address : NR

Ingolstadt FOREIGN STATES 85045

Country : Germany

## Chronology :

September 2018: Topic is reported to the Audi AG Product Safety Committee due to four (4) incidents of smoldering (none in the US) where the connector area of the auxiliary heater seemed to be the cause.

October-November 2018: Topic was presented to the Audi AG Product Safety Committee followed by a detailed evaluation, including intensive testing and investigation regarding root cause, impact, scope and affected

vehicles.

November 28, 2018: Although the exact root cause is still under investigation, the Audi AG Product Safety committee makes the determination of a defect and decides a safety recall for vehicles within a specific production period.

## Description of Remedy :

**Description of Remedy Program :** At no cost to customers, the auxiliary heater electrical connection will be inspected and, if necessary, the auxiliary heater and the connector will be replaced. Audi will not offer a reimbursement program under this recall.

**How Remedy Component Differs from Recalled Component :** The recalled component and recall remedy component are the same; in affected vehicles the parts were not correctly installed in production.

Auxiliary Heater, part number 4G0 819 011A  
Electrical connector for auxiliary heater, part number 4G0 972 723

**Identify How/When Recall Condition was Corrected in Production :** Additional process & training was introduced for the responsible employees in order to avoid future issues in the assembly of this component.

## Recall Schedule :

**Description of Recall Schedule :** Dealers/owners: On or before February 01, 2019

**Planned Dealer Notification Date :** FEB 01, 2019 - FEB 01, 2019

**Planned Owner Notification Date :** FEB 01, 2019 - FEB 01, 2019

\* NR - Not Reported