

# Part 573 Safety Recall Report

# 18V-893

**Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** DEC 17, 2018**NHTSA Recall No. :** 18V-893**Manufacturer Recall No. :** 4002**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 : 36

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2018-2018 Audi A5 Sportback

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined based upon specific production dates where a new automatic process was used to tighten the affected fasteners. Audi has determined that the affected vehicles were built between September 10, 2018 and October 10, 2018. Beginning on September 10, 2018, the affected fasteners were tightened by a new automatic multi-purpose tool. Before this period, the affected fasteners were tightened with a hand-guided tool and were correctly installed. In the first weeks after the launch of the new process with the new tool, in some cases the automatic tool may not have tightened single fasteners correctly. On October 10, 2018, additional personnel were utilized in order to verify and, if necessary, re-tighten the fasteners. Vehicles before and after this 1 month-period are not affected by this recall.

Production Dates : SEP 11, 2018 - SEP 18, 2018

VIN Range 1 : Begin : WAUBNCF56JA135975 End : WAUENCF53JA136921  Not sequential**Description of Defect :**

**Description of the Defect :** During vehicle production, it is possible that certain front suspension fasteners were not torqued to factory specification.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If an affected front suspension fastener is not torqued properly, it may cause a wheel to become loose, increasing the risk of a crash.

**Description of the Cause :** The assembly process was changed from a hand-guided tool to an automatic

multi-purpose tool. In the first weeks after the launch of the new process in some cases the automatic tool may not have torqued single fasteners according to factory specifications.

**Identification of Any Warning that can Occur :** If an affected front suspension fastener is loose, vehicle occupants may notice unusual noise coming from the front of the vehicle while driving.

## Supplier Identification :

### Component Manufacturer

Name : AUDI AG

Address : NR

Ingolstadt FOREIGN STATES 85045

Country : Germany

## Chronology :

September 10, 2018: The front suspension fastener tightening process was changed from a hand-guided tool to an automatic, multi-purpose tool.

September 10 - October 10, 2018: In the first weeks after the launch of the new process, it was discovered that (in some cases) the automatic tool may not have secured all front suspension fasteners correctly. A rework process was established to correct this issue for the affected vehicles.

October 2018-November 2018: Quality tests showed that, in some cases, the fastener connections showed deviations despite the rework process. The Audi AG Product Safety committee was informed about this topic.

November 2018- December 10, 2018: Analysis regarding root cause, impacts and scope of affected population was conducted. The majority of the vehicles were already corrected in production or located in the ports, however it was determined that some vehicles were already in customer or dealer possession.

December 10, 2018: The Audi AG Product Safety Committee made the determination of a safety defect and decided to conduct a safety recall.

## Description of Remedy :

**Description of Remedy Program :** The affected front suspension fasteners will be inspected and, if necessary, replaced. Audi will not offer a reimbursement program under this recall.

**How Remedy Component Differs from Recalled Component :** The affected components have the same part numbers as the remedy components. The difference is that the affected components were not tightened correctly during vehicle production.

Parts affected:

Nut, PN: WHT006151

Bolt, PN: N10784702

Nut, PN: WHT0001987  
Nut, PN: WHT007061  
Bolt, PN: N10286110

Identify How/When Recall Condition was Corrected in Production : On October 10, 2018, additional personnel were utilized in order to verify and, if necessary, retighten the fasteners. Additionally, the automatic tool settings have been adjusted and optimized.

### Recall Schedule :

Description of Recall Schedule : Dealers/Owners - anticipated on or before February 15, 2019

Planned Dealer Notification Date : FEB 15, 2019 - FEB 15, 2019

Planned Owner Notification Date : FEB 15, 2019 - FEB 15, 2019

\* NR - Not Reported