

Part 573 Safety Recall Report

18V-904

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : JAN 03, 2019

NHTSA Recall No. : 18V-904

Manufacturer Recall No. : 42J2/42J3



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 6,322

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2019-2019 Volkswagen Jetta

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Volkswagen Jetta vehicles were produced with rear coil springs from certain production batches that used a material that did not meet specifications from one sub-supplier, as well as rear coil springs from production batches made with Vanadium material from one sub-supplier with incorrect process parameters. The affected VINs are not sequential since some batches were built using correct raw material or the correct process parameters.
Jetta vehicle count: 1230

Production Dates : JUL 10, 2018 - OCT 22, 2018

VIN Range 1 : Begin : 3VWG57BU2KM065549 End : 3VWE57BU4KM103984 Not sequential

Vehicle 2 : 2018-2019 Volkswagen Atlas

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Volkswagen Atlas vehicles included in this recall may be manufactured with rear coil springs of certain production batches using a material that does not meet specifications as well as rear coil springs from production batches made with Vanadium material from one sub-supplier with incorrect process parameters. The potentially affected vehicles were identified by tracking suspected parts batches using this material. The affected VINs are not sequential since some batches were built using correct raw material.
Atlas vehicle count: 4161

Production Dates : MAY 14, 2018 - OCT 26, 2018

VIN Range 1 : Begin : 1V2RR2CA8JC572641 End : 1V2MR2CA0KC502451 Not sequential

Vehicle 3 : 2015-2015 Volkswagen Golf SportWagen

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Volkswagen Golf SportWagen vehicles included in this recall may been manufactured with rear coil springs of certain production batches using a material that does not meet specifications. The potentially affected vehicles were identified by tracking suspected parts batches using this material. The affected VINs are not sequential since some batches were built using correct raw material.
Golf SportWagen vehicle count: 931

Production Dates : FEB 13, 2015 - JUL 06, 2015

VIN Range 1 : Begin : 3VWCA7AU2FM501558 **End :** 3VWCA7AUXFM520973 Not sequential

Description of Defect :

Description of the Defect : The rear axle coil springs in affected vehicles may not have met factory specifications due to a defect in materials or because of problems in the spring production process. These issues can impact the long-term durability of the rear axle coil springs.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Affected coil springs can break. A broken coil spring can damage a rear tire, become a hazard on the roadway and lead to a loss of vehicle control without warning, putting people at risk and possibly causing damage to other vehicles on the road.

Description of the Cause : Due to process deficiencies at one supplier, a material not released or approved by Volkswagen may have been used to manufacture the rear coil springs in certain vehicles. Additionally, certain production lots of coil springs may have been produced using incorrect process parameters (not in accordance with factory specifications).

Identification of Any Warning None
that can Occur :

Supplier Identification :

Component Manufacturer

Name : Thyssenkrupp

Address : Eje 124 No. 125

Zona Industrial San Luis Potosí FOREIGN STATES 78395

Country : Mexico

Chronology :

July 25, 2018: Volkswagen receives coil spring supplier self-reports about the use of unapproved material. Volkswagen immediately begins an internal investigation and analysis process.

October 17, 2018: The topic was presented to Volkswagen de Mexico's pre-Product Safety Committee. Detailed analysis of root cause, affected vehicles and potential consequences were requested.

November 13, 2018: The topic was presented to Volkswagen de Mexico's Product Safety committee. Further information was requested and topic sent to the Volkswagen AG Product Safety Office.

November 21, 2018: Joint Product Safety Committee meeting with Volkswagen de Mexico and Volkswagen AG. Further tests were requested in order to identify all potentially affected vehicles and to fully understand and evaluate potential consequences.

December 12, 2018: The topic was presented to the Volkswagen AG Product Safety Committee. A determination of defect was made and a recall was decided.

Description of Remedy :

Description of Remedy Program : At no cost to customers, dealers will replace the rear axle coil springs in affected vehicles. Volkswagen will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The remedy component (rear coil spring) has the same part number as the recalled part; the difference being that the recall remedy part was produced with the correct materials and production processes.
Jetta/Golf SportWagen: Rear coil spring, part number: 5QM.511.121.AA / 5QM.511.121.E
Atlas: Rear coil spring, part number: 3QF 511 115 K/L/M/N

Identify How/When Recall Condition was Corrected in Production : Volkswagen Atlas: September 20, 2018 - Certified parts received from supplier.
Volkswagen Jetta and Golf SportWagen: October 05, 2018 - The supplier blocked unreleased material and Volkswagen de Mexico scrapped all parts from production lots built using unreleased material.

Recall Schedule :

Description of Recall Schedule : Dealers and owners - notification planned 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