



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 21, 2019

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-150SS
19V-114

Subject: Shock Absorber Forks May Develop Cracks

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

AUDI/Q7/2019
AUDI/Q8/2019

Mfr's Report Date: February 20, 2019

NHTSA Campaign Number: 19V-114

Components:

SUSPENSION:FRONT:SHOCK ABSORBER

Potential Number of Units Affected: 22

Problem Description:

Volkswagen Group of America, Inc. (Audi) is recalling certain 2019 Q7 and Q8 vehicles. The front shock absorber forks may develop cracks allowing the shock absorbers to loosen.

Consequence:

Loose shock absorbers may impair vehicle steering, increasing the risk of crash.

Remedy:

Audi has notified owners, and dealers will replace the shock absorber forks, free of charge. The recall began March 18, 2019. Owners may contact Audi customer service at 1-800-253-2834. Audi's number for this recall is 4004.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Kareem Habib
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement