

# Part 573 Safety Recall Report

# 19V-114

**Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** FEB 20, 2019**NHTSA Recall No. :** 19V-114**Manufacturer Recall No. :** 4004**Manufacturer Information :****Population :**

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 22

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 Audi Q7

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The four (4) identified parts all come from the same production lot and casting date. The supplier believes that only an additional four (4) parts from this production lot could be affected. However, due to limited traceability the entire casting production lot is included in the recall population. Vehicles not included in the recall have received parts from other casting production lots which are not affected.  
Audi Q7 vehicle count: 12

Production Dates : NOV 26, 2018 - DEC 12, 2018

VIN Range 1 : Begin : WA1LHAF73KD022533 End : WA1AHAF71KD025390  Not sequential

Vehicle 2 : 2019-2019 Audi Q8

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The four (4) identified parts all come from the same production lot and casting date. The supplier believes that only an additional four (4) parts from this production lot could be affected. However, due to limited traceability the entire casting production lot is included in the recall population. Vehicles not included in the recall have received parts from other casting production lots which are not affected.  
Audi Q8 vehicle count: 10

Production Dates : NOV 27, 2018 - DEC 14, 2018

VIN Range 1 : Begin : WA1BVAF18KD018476 End : WA1AVAF16KD021288  Not sequential

**Description of Defect :**

Description of the Defect : Due to deviations in the manufacturing process, the shock absorber forks may develop cracks of critical length over time.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Over time, it cannot be ruled out that the components securing the shock absorber may come loose. As a result, the tire may make contact with the wheel housing and impair the steering. This may lead to an increased risk of a crash.

Description of the Cause : Due to an isolated error in the mold casting process at the supplier, the shock absorber forks were cast with excess temperatures and were not cooled down properly before demolding. During demolding, the temperature of the parts was too high, which is believed to have caused the development of inside initial cracks.

Identification of Any Warning that can Occur : NONE

**Supplier Identification :****Component Manufacturer**

Name : Saint Jean Industries

Address : 180 rue des Frères Lumière  
Belleville en Beaujolais FOREIGN STATES 69220

Country : France

**Chronology :**

Week of December 10, 2018 (CW 50/2018) : Three (3) cracked shock absorber forks were identified in one plant during assembly. Investigation was started immediately with the supplier.

Week of December 17, 2018 (CW 51/2018) : One (1) cracked shock absorber fork was found in another plant during assembly. Investigation was started immediately with the supplier and the Audi AG Product Safety Committee was informed about the topic.

January 17, 2019: The topic was presented to the Audi AG Product Safety Committee (APS pre-clarification). Driving and simulation tests, as well as further parts analysis and durability tests were tasked.

February 1, 2019: Test results were presented to the Audi AG Product Safety Committee. Intensive driving tests with numerous different maneuvers showed slight relative movement between the shock absorber, which was hardly noticeable during driving and did not pose an immediate risk since there was full steering ability.

February 13, 2019: Not all affected vehicles could be stopped in production or at the ports, some of them are already at dealers or in customer hands. The Audi AG Product Safety Committee decided to conduct a safety

recall, since it cannot be completely ruled out that a shock absorber fork may separate from the shock absorber at a certain point over the lifecycle of the vehicle.  
Determination of defect: February 13, 2019

## Description of Remedy :

Description of Remedy Program : At no cost to customers, the affected shock absorber fork(s) will be replaced. Audi will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : New parts have been manufactured after the process error was eliminated.  
Left shock absorber fork 4M0 413 037 H  
Right shock absorber fork 4M0 413 038 H

Identify How/When Recall Condition was Corrected in Production : The process error at the supplier only occurred for a limited time and was corrected immediately once identified. The supplier has implemented several new measures to better monitor manufacturing processes and traceability in order to avoid similar issues in the future.

## Recall Schedule :

Description of Recall Schedule : On or before April 19, 2019

Planned Dealer Notification Date : APR 19, 2019 - APR 19, 2019

Planned Owner Notification Date : APR 19, 2019 - APR 19, 2019

\* NR - Not Reported