

# Part 573 Safety Recall Report

# 19V-434

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Submission Date :** JUN 10, 2019

**NHTSA Recall No. :** 19V-434

**Manufacturer Recall No. :** 93E8



## Manufacturer Information :

## Population :

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Number of potentially involved :** 1,646

**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 e-tron

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The change of the sealing for the charging socket was implemented with a specific VIN. Vehicles not included in the recall population have received the optimized sealing and are therefore not affected.

Audi e-tron vehicle count: 1646

**Production Dates :** JUL 16, 2018 - MAY 10, 2019

**VIN Range 1 : Begin :** WA1ZZZGE2KB000358 **End :** WA1VABGE3KB008790  Not sequential

## Description of Defect :

**Description of the Defect :** A potentially faulty seal may allow moisture to enter the high-voltage (HV) battery through the wiring between the HV battery charging socket and the high-voltage electronics. If this happens, the instrument cluster will display the message "Electrical system: fault." and a warning will appear in the instrument panel.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If moisture enters the high-voltage battery, there is a risk of a short circuit potentially leading to a fire in the high-voltage system. Audi is not currently aware of any such cases.

**Description of the Cause :** A leak at the sealing (grommet) for the wiring at the charging socket may occur if component tolerances and supplier manufacturing variances occur simultaneously.

**Identification of Any Warning :** Moisture in the high-voltage system will be detected and the instrument cluster

that can Occur : will display the message “Electrical system: fault.” and a yellow or red warning lamp will light up.

## Supplier Identification :

### Component Manufacturer

Name : LEONI Bordnetz-Systeme GmbH  
Address : Flugplatzstraße 74  
Kitzingen FOREIGN STATES 97318  
Country : Germany

## Chronology :

February 2019: During road driving tests as part of our quality monitoring two cases were reported where DC charging did not work. Analysis commenced.

CW 11/mid-March 2019: Analysis showed that a leak can occur at the seal (grommet) for the wiring at the charging socket. At that point moisture was only found in that area, hence the sealing at the low-voltage wiring harness was optimized in production.

End of March/early April 2019: Field reports about customers experiencing problems with DC charging.

mid April, 2019: Analysis of one of the above mentioned customer complaints with warning light on showed that moisture was found in the high-voltage battery. At that point the Audi Product Safety Committee was informed about the topic.

April 18th, 2019: One additional field case was reported where the warning lamp/message was on and moisture had entered the battery.

April 19th-May 2019: Detailed investigation regarding root cause, impacts and risk assessment. Constant updates to the Product Safety Committee pre-clearing about the progress of those investigations. Preliminary tests did not show an immediate risk as there is a reliable warning strategy which assures warning messages and lights to the driver in case of moisture in the high-voltage system.

May 27-29, 2019: Whole battery test carried out with the result that in certain cases it is possible for moisture from the charging socket wiring to advance into the electronics box and from there into the high-voltage battery. In certain cases this may cause a short-cut and in rare cases also lead to a fire.

June 3, 2019: Latest test results were presented to the Audi Product Safety Committee. Based on these new findings the Product Safety Committee makes the determination of a safety defect and decides a recall.

**Description of Remedy :**

Description of Remedy Program : Initially, the vehicle will be checked for moisture in the high-voltage system.  
If no moisture can be found, a “robustness package” will be installed to provide a better seal. If moisture is detected, other components of the high-voltage system must also be replaced. The recall remedy will be available free of charge to customers. Audi will not offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : The sealing at the low-voltage wiring harness has been improved in production. No specific part number has been changed and also will not be replaced on the field vehicles.

Identify How/When Recall Condition was Corrected in Production : In CW 11 Of 2019, the sealing of the charging socket wiring was changed/ improved in production.

**Recall Schedule :**

Description of Recall Schedule : Dealers: On or before June 07, 2019  
Owners: On or before June 07, 2019 - via telephone; owner notification to follow upon NHTSA approval of the customer letter.  
\*Dealer notification took place on 06/07/2019; the NHTSA system would not allow this date to be populated above, so a date of 06/10/2019 was used. The same is for the owner notification; calls to affected owners began on 06/07/2019; owner notification to follow upon NHTSA approval of the customer letter.

Planned Dealer Notification Date : JUN 10, 2019 - JUN 10, 2019

Planned Owner Notification Date : JUN 10, 2019 - JUN 10, 2019

\* NR - Not Reported