

# Part 573 Safety Recall Report

# 19V-862

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

**Submission Date :** JAN 14, 2020

**NHTSA Recall No. :** 19V-862

**Manufacturer Recall No. :** 69R6,69Q8,69Q9,69Y5



## Manufacturer Information :

## Population :

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

**Number of potentially involved :** 226

**Address :** 3800 Hamlin Road

**Estimated percentage with defect :** 100 %

Auburn Hills MI 48326

**Company phone :** 1-800-893-5298

## Vehicle Information :

**Vehicle 1 :** 2012-2015 Volkswagen Passat

**Vehicle Type :**

**Body Style :**

**Power Train :** DIESEL

**Descriptive Information :** The recall population was determined to be limited to certain vehicles repaired under contract by ADESA Lexington. The issue was discovered after an internal parts investigation; additional investigations identified the vehicles impacted by this issue. The recalled products differ from the products not included in this recall because the recalled products were all processed through the ADESA Lexington location (other locations were not impacted).

Volkswagen Passat vehicle count: 162

**Production Dates :** JUL 07, 2011 - MAY 27, 2015

**VIN Range 1 :** Begin : 1VWCN7A39CC003673 End : 1VWCV7A36FC101225  Not sequential

**Vehicle 2 :** 2011-2013 Audi A3

**Vehicle Type :**

**Body Style :**

**Power Train :** DIESEL

**Descriptive Information :** The recall population was determined to be limited to certain vehicles repaired under contract by ADESA Lexington. The issue was discovered after an internal parts investigation; additional investigations identified the vehicles impacted by this issue. The recalled products differ from the products not included in this recall because the recalled products were all processed through the ADESA Lexington location (other locations were not impacted).

Audi A3 vehicle count: 14

**Production Dates :** JUL 14, 2010 - JUL 11, 2012

**VIN Range 1 :** Begin : WAUKJAFM5BA025900 End : WAUKJAFM6DA018523  Not sequential

Vehicle 3 : 2011-2014 Volkswagen GOLF (A6)

Vehicle Type :

Body Style :

Power Train : DIESEL

**Descriptive Information :** The recall population was determined to be limited to certain vehicles repaired under contract by ADESA Lexington. The issue was discovered after an internal parts investigation; additional investigations identified the vehicles impacted by this issue. The recalled products differ from the products not included in this recall because the recalled products were all processed through the ADESA Lexington location (other locations were not impacted).

Volkswagen Golf vehicle count: 50

Production Dates : JUN 16, 2010 - OCT 02, 2013

VIN Range 1 : Begin : WVWDM7AJ8BW020356 End : WVWDM7AJ1EW003726  Not sequential

## Description of Defect :

**Description of the Defect :** The driver airbag may explode in a crash with airbag deployment.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Sharp metal fragments can hit people and cause serious injury or death.

**Description of the Cause :** ADESA identifies through a parts audit that one of their sites (Lexington) had claimed certain repairs were completed through the VW warranty system, but had possibly not completed the actual repairs.

**Identification of Any Warning** NONE  
that can Occur :

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : ADESA Lexington

Address : 672 Blue Sky Parkway  
Lexington KENTUCKY 40509  
Country : United States

## Chronology :

07/09/2019: ADESA identifies through a parts audit that one of their sites (Lexington) had claimed certain repairs were completed through the VW warranty system, but had possibly not completed the actual repairs.  
07/15/2019: ADESA begins transferring vehicles from the ADESA Lexington site to ADESA Cincinnati.  
07/19/2019: ADESA provides Volkswagen Credit Inc. (VCI) with an explanation of the issue identified at the Lexington site. ADESA site management is made aware of the issue, with additional oversight put into place to account for parts reconciliations.  
08/06/19: Internal parts reconciliation with all ADESA sites completed. It was determined that no other locations were impacted.  
09/06/2019: ADESA begins checking other repairs that potentially may have been claimed but not performed. ADESA completed transfer of vehicles from Lexington to Cincinnati.  
09/12/2019: Conference call between VCI and ADESA. Discussed how ADESA first identified situation as well as follow-up performed by ADESA Cincinnati. Decision made to perform audits on a sample population of Takata safety recall-affected vehicles across all ADESA sites.  
10/10/19: ADESA audit results provided to VWGoA Legal for review. Audit reveals the issue was limited to the ADESA Lexington site only; no other sites affected.  
11/22/2019: Out of an abundance of caution VWGoA requested a list of affected VINs from ADESA/VCI as VWGoA was not confident that the recall repairs had been made as claimed by ADESA Lexington.  
11/25/2019: ADESA/VCI provides list of potentially affected vehicles to VWGoA.  
11/26/2019: VWGoA informs VWAG/Audi AG of the topic. Matter was prepared for VWAG and Audi AG Product Safety Committees.  
11/27/2019: VWAG and Audi AG Product Safety Committee makes recall determination.

## Description of Remedy :

Description of Remedy Program : Volkswagen will re-open the applicable Takata airbag safety recall code on the affected vehicles, and will notify owners via first-class mail. At no cost to customers, the affected airbag inflator(s) will be replaced. Volkswagen will not offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : Remedy components are not ammonium-nitrate based accellerant airbag inflators. Potentially affected part numbers will be provided to the NHTSA as a separate document, uploaded to the NHTSA portal under this recall code.

Identify How/When Recall Condition was Corrected in Production : Not applicable.  
The ADESA Lexington site no longer performs work for VWGoA. Additional oversight put into place to account for parts reconciliations at all remaining ADESA locations.

**Recall Schedule :**

Description of Recall Schedule : Owner notification completed 12/20/2019; no dealer notification was needed.  
Planned Dealer Notification Date : DEC 09, 2019 - DEC 09, 2019  
Planned Owner Notification Date : DEC 15, 2019 - DEC 15, 2019

\* NR - Not Reported