

# Part 573 Safety Recall Report

# 19V-866

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

**Submission Date :** MAR 11, 2021

**NHTSA Recall No. :** 19V-866

**Manufacturer Recall No. :** 34J6



## Manufacturer Information :

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

**Address :** 3800 Hamlin Road

Auburn Hills MI 48326

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

## Population :

**Number of potentially involved :** 2,167

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2013-2015 Volkswagen JETTA HYBRID

**Vehicle Type :**

**Body Style :**

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** Vehicles included in this recall may have received a transmission mechatronic unit with a reduced wall thickness at the accumulator housing. Only vehicles built with a DQ200 transmission during a certain time period may be affected.

Jetta Hybrid vehicle count: 2167

**Production Dates :** NOV 07, 2011 - MAR 27, 2015

**VIN Range 1 : Begin :** 3VW637AJ6DM000022 **End :** 3VW637AJXFM330376  Not sequential

## Description of Defect :

**Description of the Defect :** Due to a manufacturing deviation at a sub-supplier, hairline cracks may develop in the accumulator housing of the transmission (mechatronic unit). Once a crack has developed over a certain point, it may lead to an internal leak and impact transmission oil pressure, which, in turn, activates a warning light. In some cases the clutch cannot be engaged any longer due to insufficient oil pressure.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** In some cases the clutch cannot be engaged any longer due to insufficient oil pressure. Reduced oil pressure leads to an illuminated warning light on the instrument panel. Vehicle drivability is typically maintained in such cases but if the warning light is ignored it can lead to a situation where the clutch cannot be engaged any longer due to insufficient oil pressure. This can result in a loss of motive power.

**Description of the Cause :** A sub-supplier produced poor reference drills. The deviation of reference drills

Identification of Any Warning that can Occur : resulted in a displacement machining of the accumulator housing thread. This may result in reduced wall thickness in some mechatronic units.  
Reduced oil pressure will illuminate a warning light on the instrument panel.

## Involved Components :

Component Name 1 : NR  
Component Description : NR  
Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

November 2019: Volkswagen had a meeting with a foreign authority about DQ200 transmission-equipped vehicles. The transmission's mechatronic unit could fail and, in rare cases, disable a vehicle if the driver ignores the instrument panel warning light.

December 04, 2019: After intensive discussion with the foreign authority, the Volkswagen AG Product Safety Committee decided to conduct a voluntary recall for those vehicles in order to follow the request from the authority in that specific foreign market.

However, Volkswagen AG believes that this topic does not pose an unreasonable risk to motor vehicle safety. The transmission mechatronic unit of the U.S. market Jetta Hybrid vehicle is substantially similar to the transmission mechatronic unit in vehicles recalled in the foreign country. Although the Jetta Hybrid may show a different behavior due to the hybrid propulsion and its related components, the Volkswagen AG Product Safety Committee decided to recall these vehicles in the U.S. market out of an abundance of caution.

December 2019 – March 2021: Volkswagen had in development a recall remedy that would be designed to reduce the stress level on the accumulator housing remedy software, thereby reducing the maximum pressure in the hydraulic system of the gearbox (similar to the non-Hybrid gearboxes). Due to various internal and external reasons, the software solution experienced unforeseen delays and, as a result, could not be finished within the proposed timeframe.

March 10, 2021: The topic was presented to Volkswagen Product Safety Committee. For customer satisfaction reasons, the committee decided to change the remedial action program from a software solution to a repair kit

(hardware replacement). While these kits are being manufactured, Volkswagen continues to provide a free-of-charge interim repair solution to any customer with a vehicle experiencing the recall issue.

## Description of Remedy :

Description of Remedy Program : Volkswagen will install a repair kit and replace the potentially affected parts. Volkswagen will offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : The remedy component is a repair kit, part number 0AM-398-025. During the repair, the potentially affected parts of the transmission's mechatronic unit will be replaced.

Identify How/When Recall Condition was Corrected in Production : CW10/2012 immediate measure: 100% measurement of wall thickness  
CW20/2012 serial measure: improvement of automated drilling process

## Recall Schedule :

Description of Recall Schedule : On or before 05/31/2021

Planned Dealer Notification Date : MAY 31, 2021 - MAY 31, 2021

Planned Owner Notification Date : MAY 31, 2021 - MAY 31, 2021

\* NR - Not Reported