

Part 573 Safety Recall Report

19V-866

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : DEC 06, 2019

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.

Description of the Cause : A sub-supplier produced poor reference drills. The deviation of reference drills resulted in a displacement machining of the accumulator housing thread. This may result in reduced wall thickness in some mechatronic units.

Identification of Any Warning that can Occur : Reduced oil pressure will illuminate a warning light on the instrument panel.

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.

Description of Remedy :

Description of Remedy Program : Volkswagen plans to develop a software that will reduce the maximum pressure in the accumulator housing in order to reduce the stress level. Volkswagen will offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : The remedy software will reduce the maximum pressure in the accumulator housing in order to reduce the stress level. The software is not yet developed. Due to the hybrid propulsion technology and the additional components of this technology, Volkswagen will first start an intensive test program in order to fully assure the effectiveness and reliability of the new software.

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 02/04/2020

Planned Dealer Notification Date : FEB 04, 2020 - FEB 04, 2020

Planned Owner Notification Date : FEB 04, 2020 - FEB 04, 2020

* NR - Not Reported