

Part 573 Safety Recall Report

20V-149

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** MAR 16, 2020**NHTSA Recall No. :** 20V-149**Manufacturer Recall No. :** 36A1**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 : 229

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Audi Q8

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : "The recall only affects certain vehicles affected by a possible deviation in the manual rework process before process improvements took place. These vehicles were clearly identified via production records. The steering on vehicles not included in the recall population has been assembled properly.
Audi Q8 vehicle count: 3"

Production Dates : SEP 06, 2018 - NOV 13, 2018

VIN Range 1 : Begin : WA1CVAF14KD005728 End : WA1EVAF10KD016184 Not sequential

Vehicle 2 : 2017-2019 Audi Q7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : "The recall only affects certain vehicles affected by a possible deviation in the manual rework process before process improvements took place. These vehicles were clearly identified via production records. The steering on vehicles not included in the recall population has been assembled properly.
Audi Q7 vehicle count: 226"

Production Dates : NOV 02, 2015 - FEB 23, 2019

VIN Range 1 : Begin : WA1LAAF74HD003034 End : WA1LAAF74HD003034 Not sequential

Description of Defect :

Description of the Defect : As a result of a manual rework process at the factory, the bolt connecting the steering shaft to the steering gear may not have been torqued properly. Because of this, it is possible for the bolt at the attachment point to loosen over time, causing the connection between the steering shaft and steering gear to loosen. If this happens, it can possibly lead to limited vehicle steering and possibly to a loss of steering control. However, Audi is not aware of any such cases in the field.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of steering control may result in a vehicle crash.

Description of the Cause : As a result of a manual rework process at the factory, the bolt connecting the steering shaft with the steering gear may not have been torqued properly due to human error.

Identification of Any Warning that can Occur : If this condition is present in the vehicle, the driver may notice higher than normal play in the steering wheel.

Supplier Identification :**Component Manufacturer**

Name : Volkswagen Slovakia, a.s.

Address : Jána Jonáša 1

Bratislava 49 FOREIGN STATES 843 02

Country : Slovakia

Chronology :

"February - April 2019: Two field cases are reported: One case where a customer complained about excessive play in the steering, and one case where steering became stiff during a parking event.

February - May 2019: Investigation regarding influential factors and root cause. All vehicles still in the factory were inspected and no abnormalities were found. The 2 field cases were believed to be single incidents.

However, manufacturing process improvements were implemented at the end of February 2019 in order to avoid improperly tightened bolts.

February 2020: One additional case was reported from the field. This led to a new investigation regarding the possibly affected population and the possible consequences. The issue was reported to the Audi Product Safety Committee.

March 9, 2020: Presentation of the topic at the Audi Product Safety Committee. It was determined that a loss of steering control cannot be ruled out and that vehicles that went through the manual rework process at the factory between January 2015 and February 2019 could potentially be affected. Those vehicles were clearly

identified via production records. The Audi Product Safety Committee made the determination of a safety defect and decided a worldwide safety recall.

Date of determination: March 9, 2020"

Description of Remedy :

Description of Remedy Program : The bolt attaching the steering shaft to the steering gear will be inspected and, if necessary, replaced and torqued to factory specification. Audi will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : "This recall only affects certain vehicles that were impacted by a deviation in the the manual rework process at the factory before process improvements were implemented. These vehicles were clearly identified via factory production records. The root cause was a manufacturing issue/human error, the bolt itself is not faulty.
Part number of the affected bolt: N 105 184 05"

Identify How/When Recall Condition was Corrected in Production : Multiple process improvements were implemented to assure proper tightening of the bolt connecting the steering shaft with the steering gear.

Recall Schedule :

Description of Recall Schedule : Dealers/owners - on or about 05/15/2020

Planned Dealer Notification Date : MAY 15, 2020 - MAY 15, 2020

Planned Owner Notification Date : MAY 15, 2020 - MAY 15, 2020

* NR - Not Reported