

Part 573 Safety Recall Report

20V-359

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : JUN 17, 2020

NHTSA Recall No. : 20V-359

Manufacturer Recall No. : 47Q2



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 1

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2020-2020 Volkswagen Jetta (A7)

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : "Vehicles included in this recall may have been reworked at the factory not as instructed. Reworked vehicles not included in this recall have been reworked as instructed.

Jetta vehicle count: 1"

Production Dates : FEB 05, 2020 - FEB 05, 2020

VIN Range 1 : Begin: 3VWCB7BU3LM032908 **End :** 3VWCB7BU3LM032908 Not sequential

Description of Defect :

Description of the Defect : The front brake caliper bolts may come loose.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a brake caliper bolt comes loose, it may affect the vehicle's brake performance, increasing the risk of a crash.

Description of the Cause : Brake caliper rework at the factory was not performed as instructed. Bolts loosened during rework have not been replaced after rework as instructed.

Identification of Any Warning that can Occur : Metallic noise may be recognized due to a loose bolt.

Involved Components :

Component Name 1 : Brake caliper bolt

Component Description : Brake caliper bolt

Component Part Number : WHT 003 252

Supplier Identification :

Component Manufacturer

Name : Volkswagen de México

Address : Km. 116 Autopista México Puebla
Cautlancingo FOREIGN STATES 72700

Country : Mexico

Chronology :

"February 19, 2020: VW de Mexico identifies improper rework and initiated immediate measures in production. Further investigation and analysis started.

March 03, 2020: topic was presented in the pre-Product Safety Committee of Volkswagen de Mexico. More details requested.

April 23, 2020: topic was presented in the Product Safety committee of Volkswagen de Mexico. Further clarification of scope and technical details requested.

June 10, 2020: topic was presented in joint Product Safety Committee of VWAG and VW de Mexico and a recall for vehicles that were not re-worked as instructed was decided."

Description of Remedy :

Description of Remedy Program : All four (4) front brake caliper bolts will be replaced in affected vehicles. Because vehicles are still within the new vehicle warranty period, Volkswagen will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The recalled component is the same as the remedy component. Brake caliper bolt with the part number WHT 003 252. The topic was caused by an incorrect rework. The bolt can only be used once and should have been replaced after rework.

Identify How/When Recall Condition was Corrected in Production : On May 25, 2020 a new rework procedure was implemented at the factory.

Recall Schedule :

Description of Recall Schedule : "Dealers/owners:On or before 08/14/2020
Volkswagen plans to notify affected owners ASAP via telephone and advise them of this recall and repair availability."

Planned Dealer Notification Date : AUG 14, 2020 - AUG 14, 2020

Planned Owner Notification Date : AUG 14, 2020 - AUG 14, 2020

* NR - Not Reported