

Part 573 Safety Recall Report

20V-505

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : NOV 20, 2020

NHTSA Recall No. : 20V-505

Manufacturer Recall No. : 72L1, 72K8, 72K9



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 5,376

Address : 3800 Hamlin Road

Estimated percentage with defect : 1 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2020-2020 Audi SQ5

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : All Audi SQ5 vehicles produced from 06/27/2020 until 07/14/2020 of production are included in the recall as they may have received affected parts based on the data from the supplier.

Audi SQ5 vehicle count: 179

Estimated percentage of involved with defect: Less than 1%

Audi recall code: 72L1

Production Dates : JUN 27, 2020 - JUL 14, 2020

VIN Range 1 : Begin : WA1B4AFY3L2088660 **End :** WA1C4AFY3L2092132 Not sequential

Vehicle 2 : 2020-2020 Audi Q5

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : All Audi Q5 vehicles produced from 06/27/2020 until 07/15/2020 of production are included in the recall as they may have received affected parts based on the data from the supplier.

Audi Q5 vehicle count: 646

Estimated percentage of involved with defect: Less than 1%

Audi recall code: 72L1

Production Dates : JUN 27, 2020 - JUL 15, 2020

VIN Range 1 : Begin : WA1CNAFY5L2088872 **End :** WA1CNAFY0L2094689 Not sequential

Vehicle 3 : 2021-2021 Volkswagen Atlas

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : All Volkswagen Atlas vehicles produced from 07/02/2020 until 08/21/2020 of production are included in the recall as they may have received affected parts based on the data from the supplier.

Volkswagen Atlas vehicle count: 1737

Estimated percentage of involved with defect: Less than 1%

Volkswagen recall code: 72K8

*Amended 11/20/2020

Production Dates : JUL 02, 2020 - AUG 21, 2020

VIN Range 1 : Begin : 1V2WR2CA7MC510817 End : 1V2TR2CA0MC522455 Not sequential

Vehicle 4 : 2020-2020 Volkswagen Atlas Cross Sport

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : All Volkswagen Atlas Cross Sport vehicles produced from 07/02/2020 until 08/18/2020 of production are included in the recall as they may have received affected parts based on the data from the supplier.

Volkswagen Atlas Cross Sport vehicle count: 1177

Estimated percentage of involved with defect: Less than 1%

Volkswagen recall code: 72K8

*Amended 11/20/2020

Production Dates : JUL 02, 2020 - AUG 18, 2020

VIN Range 1 : Begin : 1V26E2CA9LC219469 End : 1V2TE2CA1LC225933 Not sequential

Vehicle 5 : 2020-2020 Volkswagen Tiguan

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : All Volkswagen Tiguan vehicles produced from 06/26/2020 until 07/04/2020 of production are included in the recall as they may have received affected parts based on the data from the supplier.

Volkswagen Tiguan vehicle count: 713

Estimated percentage of involved with defect: Less than 1%

Volkswagen recall code: 72K9

Production Dates : JUN 26, 2020 - JUL 04, 2020

VIN Range 1 : Begin : 3VV1B7AX6LM141080 End : 3VV1B7AX4LM146441 Not sequential

Vehicle 6 : 2020-2020 Volkswagen Jetta

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : All Volkswagen Jetta vehicles produced from 06/26/2020 until 07/05/2020 of production are included in the recall as they may have received affected parts based on the data from the supplier.

Volkswagen Jetta vehicle count: 897

Estimated percentage of involved with defect: Less than 1%

Volkswagen recall code: 72K9

Production Dates : JUN 26, 2020 - JUL 05, 2020

VIN Range 1 : Begin : 3VWCB7BU5LM057535 End : 3VWCB7BU0LM065431 Not sequential

Vehicle 7 : 2020-2020 Volkswagen Jetta GLI

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : All Volkswagen Jetta GLI vehicles produced from 06/26/2020 until 07/04/2020 of production are included in the recall as they may have received affected parts based on the data from the supplier.

Volkswagen Jetta GLI vehicle count: 27

Estimated percentage of involved with defect: Less than 1%

Volkswagen recall code: 72K9

Production Dates : JUN 26, 2020 - JUL 04, 2020

VIN Range 1 : Begin : 3VW6T7BU8LM060603 End : 3VW6T7BUXLM065351 Not sequential

Description of Defect :

Description of the Defect : Individual parts of the front seat backrest adjusting mechanism and the side element of the front seat backrest frame may not have been welded properly.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a rear-end crash, the backrest adjustment could break under unfavorable conditions and the intended restraint effect may no longer be achieved. This may cause an increased risk of injury to the occupant of the front seat and potentially to the occupant in the rear seat directly behind it.

Description of the Cause : NOK parts have not been handled correctly at the Tier 2 supplier and were mixed with OK parts.

Identification of Any Warning that can Occur : A small instability of the backrest or noises may be noticeable.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Faurecia Mexico Region

Address : No. 200 Avenida Central Fraccionamiento
La Pila 78395 San Luis, S.L.P. FOREIGN STATES 78395

Country : Mexico

Chronology :

July 15, 2020: During an internal road test, noises coming from the backrest were noticed. Immediate investigation regarding root cause and consequences commenced together with the suppliers. It was found that some process weaknesses occurred after the production at the supplier re-started after the shutdown due to COVID-19.

July 24, 2020: Topic was reported to Product Safety Committee. Technical analysis continued and potentially affected vehicles were identified.

August 19, 2020: The VW and Audi Product Safety Committee decided a worldwide recall. Within the worldwide potentially affected VW and Audi population, 53 vehicles may have received an affected improperly welded backrest.

Date of determination: August 19, 2020

Amendment 11/2020:

October 26, 2020: The PSB in Chattanooga was made aware of front seat recliner weld failure which occurred on a customer vehicle after 3 days in service. The vehicle was manufactured after the "clean VIN" established for the recall campaign, which was decided by the APS in August of 2020. After reviewing the failed part, it was determined that the seat backrest was in-fact manufactured during the suspect timeframe however neither the seat itself nor the vehicle was included in the various sort actions and subsequent recall campaign. This was due to the fact that the Tier I supplier unknowingly provided incorrect information to regarding their in-house sorting activities, which caused the initial identification of potentially affected vehicles to be inaccurate/incomplete. Suspect population was for Atlas and Atlas Cross Sport.

November 05, 2020: Topic presented to the Product Safety Committee. Additional information requested.

November 11, 2020: Topic again presented to the Product Safety Committee where the recall decision for the additional Atlas and Atlas Cross Sport vehicles was made (524 vehicles added for USA market).

Description of Remedy :

Description of Remedy Program : At no cost to customers, the front driver and passenger seats will be inspected. If an affected part is found, the seatback frame will be replaced. Neither Audi nor Volkswagen will offer a reimbursement program under this recall because the affected vehicles are still within the factory warranty period.

How Remedy Component Differs from Recalled Component : The remedy component(s) have the proper welds present; the recalled components do not.
If an affected part is found, a new seatback frame will be installed.

Affected Audi part numbers - seatback frame:

80A 881 045*

80A 881 046*

Affected Volkswagen part numbers - seatback frame:

3QF.881.045*

3QF.881.046*

5QN.881.045*

5QN.881.046*

5QM.881.046*

5QM.881.045*

Identify How/When Recall Condition was Corrected in Production : No production change. After identification of the issue on July 15th, the Tier 1 and Tier 2 suppliers implemented a 100% monitoring process in production.

Recall Schedule :

Description of Recall Schedule : Dealers and owners: Notifications will take place on or before October 25, 2020

Planned Dealer Notification Date : OCT 25, 2020 - OCT 25, 2020

Planned Owner Notification Date : OCT 25, 2020 - OCT 25, 2020

* NR - Not Reported