



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 4, 2021

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-150SS
21V-027

Subject: Detached Circlip Can Cause Steering To Lockup

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

AUDI/Q3/2019

Mfr's Report Date: January 27, 2021

NHTSA Campaign Number: 21V-027

Components:

STEERING:CRITICAL FASTENERS

Potential Number of Units Affected: 1

Problem Description:

Volkswagen Group of America, Inc. (Audi) is recalling one 2019 Audi Q3 vehicle. Production deviation in the belt pulley can prevent the circlip from properly engaging the steering rack.

Consequence:

The circlip can detach and catch on surrounding components, causing the steering system to lock and increasing the risk of a crash.

Remedy:

Audi will notify the owner, and a dealer will replace the steering rack, free of charge. The recall is expected to begin March 25, 2021. Owners may contact Audi customer service at 1-800-253-2834. Audi's number for this recall is 48P7.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Alex Ansley", with a checkmark at the end.

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigations
Enforcement