



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 5, 2021

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

NEF-107SS
21V-595

Subject: Glove Box May Interfere With Knee Air Bag

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/E-TRON/2021

Mfr's Report Date: August 2, 2021

NHTSA Campaign Number: 21V-595

Components:

AIR BAGS:KNEE BOLSTER
STRUCTURE:INTERIOR PANELS:DASHBOARD

Potential Number of Units Affected: 58

Problem Description:

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2021 Audi E-Tron Quattro and E-Tron Sportback Quattro vehicles. The right hinge pin for the glove box cover may not be properly secured, allowing the glove box lid trim to interfere with the knee air bag during deployment.

Consequence:

An air bag that does not deploy properly can increase the risk of injury in a crash.

Remedy:

Dealers will inspect the glove box, and secure the hinge pin as necessary, free of charge. Owner notification letters are expected to be mailed October 1, 2021. Owners may contact Audi customer service at 1-800-253-2834. Volkswagen's number for this recall is 68H6.

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.nhtsa.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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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.

Volkswagen Group of America, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



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