

Part 573 Safety Recall Report

21V-038

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** FEB 01, 2021**NHTSA Recall No. :** 21V-038**Manufacturer Recall No. :** 72L6**Manufacturer Information :****Population :**

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 57

Address : 3800 Hamlin Road

Estimated percentage with defect : 1 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2021-2021 Volkswagen Tiguan LWB

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicles included in this recall may have been manufactured with seats that could have been incorrectly reworked at the supplier facilities. Vehicles not included in this recall were manufactured with OK seats.

Tiguan LWB count: 56

Estimated percentage of involved with defect: less than 1%

Production Dates : OCT 20, 2020 - OCT 27, 2020

VIN Range 1 : Begin : 3VV2B7AX3MM024093 End : 3VV2B7AX3MM024921 Not sequential

Vehicle 2 : 2021-2021 Volkswagen Jetta

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicles included in this recall may have been manufactured with seats that could have been incorrectly reworked at the supplier facilities. Vehicles not included in this recall were manufactured with OK seats.

Jetta count: 1

Estimated percentage of involved with defect: less than 1%

Production Dates : OCT 21, 2020 - OCT 21, 2020

VIN Range 1 : Begin : 3VWC57BUXMM012275 End : 3VWC57BUXMM012275 Not sequential

Description of Defect :

Description of the Defect : The front seat tracks are possibly missing bolts in the seat tracks HDM (Horizontal Displacement Movement) zone due to an incorrect re-work / recovery of components.

FMVSS 1 : 202 - Head restraints

FMVSS 2 : 207 - Seating systems

Description of the Safety Risk : Without the bolts present, the seat can move front and back without restrictions (no limit stop). This can increase the risk of injuries in the event of a crash.

Description of the Cause : HDM (Horizontal Displacement Movement) bolts were removed in re-work station and the correct re-installment had not been verified before the next production step.

Identification of Any Warning that can Occur : Possible noise from seat on irregular roads

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : Faurecia

Address : AV. Central No, 650 Parque Logistico S.L
San Luis Potosi Foreign States 73395-

Country : Mexico

Chronology :

October 21th, 2020: At a test drive on a VW Mexico Test Track, noise and vibration at the driver seat was detected, the car was segregated for analysis. Analysis started.

December 8th, 2020 : Topic discussed in the Pre-Product Safety Committee meeting.

December 10th, 2020: Topic discussed in the VWM Product Safety Committee. A recommendation was reached.

December 2020: clarification of potentially affected factories/determination of scope.

January 27, 2021: Topic was presented to VW de Mexico's and VWAG's Product Safety Committees and a recall was decided.

Description of Remedy :

Description of Remedy Program : At no cost to customers, dealers will inspect the front seat tracks for missing bolts (in tracks HDM). If required, new bolts installed. Volkswagen will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : M8 Bolts are potentially missing. Remedy bolt is the same that is used in production. The bolts are not available in service yet (used in production only) and therefore no VW part number is existing. A repair kit that contains 4 M8 bolts with part number 5QM.898.955 was created and will be made available for dealers as remedy repair.

Identify How/When Recall Condition was Corrected in Production : October 2020: process improvements at supplier implemented

Recall Schedule :

Description of Recall Schedule : Dealers/Owners: On or before April 02, 2021

Planned Dealer Notification Date : APR 02, 2021 - APR 02, 2021

Planned Owner Notification Date : APR 02, 2021 - APR 02, 2021

* NR - Not Reported