

Part 573 Safety Recall Report

21V-595

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : AUG 02, 2021

NHTSA Recall No. : 21V-595

Manufacturer Recall No. : 68H6



Manufacturer Information :

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road
Auburn Hills MI 48326

Company phone : 1-800-893-5298

Population :

Number of potentially involved : 58

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Audi E-TRON SPORTBACK QUATTRO

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received affected parts or have already been checked and remedied in production or the port.

E-TRON SPORTBACK QUATTRO count: 25

Production Dates : MAR 03, 2021 - APR 20, 2021

VIN Range 1 : Begin : WA13AAGE4MB030723 End : WA13AAGE1MB035670 ☒ Not sequential

Vehicle 2 : 2021-2021 Audi E-TRON QUATTRO

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received affected parts or have already been checked and remedied in production or the port.

E-TRON QUATTRO count: 33

Production Dates : MAR 03, 2021 - APR 19, 2021

VIN Range 1 : Begin : WA1VAAGEXMB030721 End : WA1VAAGE3MB035680 ☒ Not sequential

Description of Defect :

Description of the Defect : The right hinge pin of the glove box cover may not be properly secured.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If this condition is present in the vehicle, the protective potential of the knee airbag could be impaired in the event of a crash with knee airbag deployment. Possible damage to the airbag due to contact with trim loosening from the glove box lid while the airbag is inflating cannot be fully ruled out. There is no risk to the occupants when the vehicle is operated normally. However, the impaired protective potential of the knee airbag may increase the risk of injury in the event of a crash in which the knee airbag is deployed.

Description of the Cause : Due to a manufacturing issue at the supplier, the right hinge pin for the glove box lid may not have been fully pressed into the bearing.

Identification of Any Warning that can Occur : If the glove box lid is not seated properly, this may result in rattling noises or the glove box not opening/closing cleanly.

Involved Components :

Component Name 1 : Glove box cover

Component Description : Glove box cover

Component Part Number : 4KL.857.035.B/C

Supplier Identification :

Component Manufacturer

Name : Eissmann Automotive KTSN GmbH (successor

Address : Fabrikstr. 2

Pirna

Foreign States 01796

Country : Germany

Chronology :

April 2021: Two vehicles are discovered in production with noise occurrence during the internal approval drive. Immediate investigation regarding root cause, suspect additional vehicles and further assessment together with supplier.

May - July 2021: Additional analyses regarding potential consequences and determination of affected vehicles. It was found that, on vehicles with a knee airbag (North American market only), it cannot be ruled out that the functionality of the knee airbag in case of a crash with knee airbag activation may be impaired.

July 26, 2021: The Audi Product Safety Committee decides a recall for the affected vehicles with a knee airbag

(US and Canada only).

Date of determination: July 26, 2021

Description of Remedy :

Description of Remedy Program : The glove box cover will be checked and, if necessary, the hinge pin will be pressed correctly into its mounting. Audi will not offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : No remedy component necessary, the dealer will press the hinge pin into its mounting.

Identify How/When Recall Condition was Corrected in Production : After the issue was identified, affected parts were blocked in production and vehicles still in production have been checked and corrected as necessary. Starting April 14th only parts produced according to specification have been used.

Recall Schedule :

Description of Recall Schedule : Dealers/owners: on or before October 01, 2021

Planned Dealer Notification Date : OCT 01, 2021 - OCT 01, 2021

Planned Owner Notification Date : OCT 01, 2021 - OCT 01, 2021

* NR - Not Reported