

VOLKSWAGEN

GROUP OF AMERICA

James C. Owens, Acting Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Christopher T. Sandvig NAME
Director Title
Group Customer Protection Department
248-754-5000 Phone
248-754-5093 Fax
January 27, 2021 Date

Subject: Chronology for Volkswagen Recall 40Q7
Steering Knuckle

VOLKSWAGEN GROUP OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
PHONE +1 248 754 5000

Dear Mr. Owens:

Volkswagen hereby submits the following chronology associated with the subject recall.

Chronology of Defect

October 03, 2020: Supplier Thyssen-Krupp informs Chattanooga about two (2) parts which failed in succession during tightening in the area of the strut mount. Chattanooga begins daily emergency meetings, analysis started.

October 5-9, 2020: Investigation shows that the Versatec parts have been produced without the necessary engineering release and that the failed part is out of specification with regards to the machining in the failed area. Several tests are performed in order to duplicate the failure, without success. Crack inspection, material strength, and durability tests are also initiated on parts produced in the same lot and timeframe as the failed parts, in order to determine if the parts pose a risk to customers in possession of vehicles produced with the parts. Identification of potentially affected vehicles started.

October 06-26, 2020: Ongoing investigation, durability tests continue.

October 27, 2020: Yard vehicle inspection and test drive initiated in order to understand behaviour of potential mis-build parts.

November 02, 2020: During the inspection a fractured part is found with Julian Date (JD) 253. Determining the full scope of potentially affected vehicles started and determining which vehicles may be equipped with parts from JD253.

November 11, 2020: Topic was presented to Volkswagen Product Safety committee. Volkswagen decided to recall all vehicles that may have received parts out of the production batch "JD253".

November 2020 – January 2021: Further investigation revealed an additional failure that had occurred previously (inconsistencies in the material properties of JD254). Two batches (JD253 and JD254) were affected by this failure. Parts with casting date JD254 are affected by this failure; however, certain parts from JD253 that were machined together with the JD254 parts are also affected due to the extreme machine tooling wear caused by the JD254 parts. This resulted in machining of some parts with JD253 that was out of specification.

The sub-supplier incorrectly believed that all JD254 parts had been successfully quarantined; however, it was later determined that not all parts had been quarantined, and that parts from JD254 have been found on vehicles. Identification of potentially affected vehicles started and risk evaluation initiated.

Ongoing analysis conducted to better understand failure mode and evaluate potential consequences. Durability testing of a pre-cracked part (JD254) with 5 times the minimum required amount of load cycles (according to VW specification) showed no failure.

January 20, 2021: New findings were presented to Volkswagen Product Safety committee. Volkswagen decided to also recall all vehicles that may have received parts from production batch "JD254" in addition to the previous decision to recall production batch JD253 [VW Recall 40Q6].

Please contact me if you require any additional information or have any questions related to this information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'C.T. Sandvig', is positioned above the printed name.

Christopher T. Sandvig
Director, Group Customer Protection
Group Quality