

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
August 27, 2021 Date

Subject: Amended Chronology for Volkswagen Recall 20DB/NHTSA 21V-651
Underhood Fuel Line Connector

Dear Mr. Owens:

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

Volkswagen is providing the following amended recall chronology as requested.

06/07/2021: First field claim reported. Start of analysis.

06/07/2021 to 06/24/2021: Seven (7) warranty claims received:

- 06/07/2021: Vehicle will not start, no crash, no fire, no injuries or deaths reported
- 06/07/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 06/16/2021: One (1) warranty claim; no crash, no fire, no injuries or deaths reported
- 06/18/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 06/19/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 06/21/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 06/22/2021: One (1) warranty claim; no crash, no fire, no injuries or deaths reported

06/24/2021: Volkswagen Group of America escalated the topic to the VW de Mexico Product Safety Committee.

06/24/2021 to 06/29/2021: Three (3) warranty claims received:

- 06/24/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 06/28/2021: Two (2) fuel leaks in engine compartment; no crash, no fire, no injuries or deaths reported

06/29/2021: Topic presented at VW de Mexico's Pre-Product Safety Committee. Root cause analysis ongoing.

06/29/2021 to 07/22/2021: Nine (9) warranty claims received:

- 07/01/2021: One (1) warranty claim; no crash, no fire, no injuries or deaths reported
- 07/07/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 07/08/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 07/13/2021: Engine stalled, engine will not start; no crash, no fire, no injuries or deaths reported
- 07/13/2021: Fuel leak in engine compartment; no injuries or deaths reported
- 07/15/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 07/21/2021: Fuel odor; no crash, no fire, no injuries or deaths reported
- 07/22/2021: Two (2) Fuel leaks in engine compartment; no crash, no fire, no injuries or deaths reported

07/22/2021: Topic presented at VW de Mexico's Product Safety Committee, with a recommendation to escalate the topic to the VWAG Product Safety committee.

07/22/2021 - 08/13/2021: Additional information was gathered to identify vehicle population and define the root cause.

07/23/2021 to 08/13/2021: Seven (7) warranty claims received:

- 07/26/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 07/27/2021: Fuel odor; no crash, no fire, no injuries or deaths reported
- 07/30/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 07/31/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 08/02/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported
- 08/09/2021: Fuel odor; no crash, no fire, no injuries or deaths reported
- 08/09/2021: Fuel leak in engine compartment; no crash, no fire, no injuries or deaths reported

08/13/2021: Topic presented at VWAG and VW de Mexico's Product Safety Committees where a decision to conduct a safety recall was made.

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', written in a cursive style.

Christopher T. Sandvig
Director, Group Customer Protection, Group Quality