

Part 573 Safety Recall Report

22E-031

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : JUN 03, 2022

NHTSA Recall No. : 22E-031

Manufacturer Recall No. : XE99



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 275

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Equipment Information :

Brand / Trade 1 : Volkswagen

Model : 2018 - 2022 Tiguan Long wheel base

Part No. : 5NA-071-644--C9A and

Size : 5NA-071-644--C9X

Function : Cosmetic

Descriptive Information : The recall population was determined by reviewing records for subject spoilers sold as over the counter sales. The recalled products differ from products that were not included in the recall because the non-recalled products were not sold with incorrect installation instructions, or they are covered under Volkswagen safety recall code 66N5.

Potential number of affected products: 275

Production Dates : AUG 14, 2017 - NOV 19, 2021

Description of Defect :

Description of the Defect : Due to possible poor adhesion of the accessory rear spoiler to the vehicle body, there is a risk of the spoiler coming loose and falling off the vehicle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the spoiler falls from the vehicle, it can become a hazard on the roadway for other traffic. Posing a potential crash and injury risk to others.

Description of the Cause : The installation instructions that came with the accessory spoiler were not correct. As a result, there is a potential that the accessory spoiler was not adhered properly to the vehicle.

Identification of Any Warning that can Occur : Spoiler can become loose or separate from vehicle hatch.

Involved Components :

Component Name : Rear hatch spoiler

Component Description : Rear hatch spoiler accessory

Component Part Number : 5NA-071-644--C9A and 5NA-071-644--C9X

Supplier Identification :

Component Manufacturer

Name : Volkswagen Accessories GmbH

Address : An d. Trift 67.

Dreieich Foreign States 63303

Country : Germany

Chronology :

October - November 01, 2021: Observation of an upward trend in spoiler warranty claims after review of the Q3 internal report.

November 10, 2021: The topic was brought up in a meeting of the VWGoA Market Matter Review Group (MMRG). The MMRG discussion resulted in escalation of the topic to Volkswagen AG for further analysis.

November 18, 2021: First meeting with the responsible departments at VW Zubehor and VW AG to discuss the topic.

November 19, 2021: The rear hatch spoiler accessory option was made unavailable for new vehicles and aftermarket installations while the topic was being analyzed further.

December 17, 2021: The VW Accessories group had a pre-alignment meeting with representative of Volkswagen Product Safety Committee.

February 9, 2022: Reviewed results of lab analysis for adhesives and field failure modes.

March 17, 2022: Topic presented to the VWM Product Safety Committee, which escalated the topic to the Volkswagen Brand Product Safety Committee to consider a recall.

March 30, 2022: Volkswagen Product Safety Committee decided to conduct a safety recall.

As of 04/06/2022, Volkswagen is aware of 42 claims on this topic dated from 07/25/2018 through 12/16/2021.

Description of Remedy :

Description of Remedy Program :	The accessory rear hatch spoiler will be replaced at no cost to customers. Volkswagen will offer a reimbursement plan under this recall.
How Remedy Component Differs from Recalled Component :	The recall remedy component can be distinguished from the recalled component because it is installed using the correct installation instructions. The remedy part is the same as the recalled part.
Identify How/When Recall Condition was Corrected in Production :	The recalled part was installed only as an accessory part. This part was never available as a series (production) part. November 19, 2021: The installation of the part as an accessory was stopped.

Recall Schedule :

Description of Recall Schedule :	Dealers/owners: On or before June 03, 2022
Planned Dealer Notification Date :	JUN 03, 2022 - JUN 03, 2022
Planned Owner Notification Date :	JUN 03, 2022 - JUN 03, 2022

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : Volkswagen Group of America Inc
Address : 2200 Woodland Pointe Avenue
Herndon VA 20171
Country : US
Company Phone : 2477545000

* NR - Not Reported