

Part 573 Safety Recall Report

24V-723

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : OCT 02, 2024

NHTSA Recall No. : 24V-723

Manufacturer Recall No. : 471F



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 1,467

Address : 3800 Hamlin Road

Estimated percentage with defect : 32 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2024-2024 VOLKSWAGEN ATLAS

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : 1) Vehicle population was determined based on a TRW/ZF supplier list of affected parts.

2) Vehicles not included in the recall were not manufactured with affected parts.

ATLAS: 912

Production Dates : AUG 08, 2024 - SEP 10, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2024-2024 VOLKSWAGEN ATLAS CROSS SPORT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : 1) Vehicle population was determined based on a TRW/ZF supplier list of affected parts.

2) Vehicles not included in the recall were not manufactured with affected parts.

ATLAS CROSS SPORT: 555

Production Dates : AUG 15, 2024 - SEP 10, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : An incorrect secondary piston spring retainer may have been installed in the brake master cylinder. The incorrect part is shorter than the specified part and can cause the piston to not return to its proper resting position, potentially blocking the brake fluid port.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the recall condition occurs, drivers may experience reduced brake performance, increasing the risk of a crash.

Description of the Cause : Due to errors in the manufacturing processes at the supplier, spring retainers from another OEM were mixed with Volkswagen spring retainers.

Identification of Any Warning that can Occur : If the recall condition occurs, the driver may experience a soft, spongy brake pedal, brake smell, or reduced brake performance. This condition may or may not be accompanied by an illuminated brake warning light.

Involved Components :

Component Name 1 : Brake Master Cylinder

Component Description : The brake master cylinder is a component in a vehicle's braking system, responsible for converting the force of the brake pedal into hydraulic pressure that activates the brake calipers.

Component Part Number : 5QM.614.019.H

Supplier Identification :

Component Manufacturer

Name : TRW/ZF

Address : 76246, El Marques, Querétaro, México
Queretaro Foreign States 76246

Country : Mexico

Chronology :

August 28, 2024: Volkswagen production detects issues during the brake fluid filling process and began investigating.

CW35-36: Failure and root cause analysis performed with supplier. Supplier analysis confirms that incorrect spring retainers were installed in certain brake master cylinders supplied to VW. Supplier investigates scope of affected parts based on manufacturing records.

September 10-11, 2024: Topic evaluated in regional technical clarification meetings, including consideration of additional information from the supplier on the affected scope, root cause, and potential impact on brake performance.

September 12, 2024: Volkswagen Brand North American Region escalated the topic to the Volkswagen Brand Product Safety Committee.

September 20, 2024: Volkswagen Brand Product Safety Committee decided a Safety Recall.

Volkswagen is not aware of any claims, injuries or crashes relating to this issue.

Description of Remedy :

Description of Remedy Program : Replace the brake master cylinder at no cost to owners. Because the affected vehicles are still covered under New Vehicle Limited Warranty, Volkswagen will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : Supplier has confirmed correct operation of quality checks in their production line and has shipped certified parts.

Identify How/When Recall Condition was Corrected in Production : Line side scan established at Chattanooga to identify any remaining suspect parts coming to the assembly line - September 11, 2024

Recall Schedule :

Description of Recall Schedule : Dealers: on or before October 01, 2024. Owners: On or before November 26, 2024

Planned Dealer Notification Date : OCT 01, 2024 - OCT 01, 2024

Planned Owner Notification Date : NOV 26, 2024 - NOV 26, 2024

* NR - Not Reported