

Part 573 Safety Recall Report

17V-352

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : MAY 31, 2017

NHTSA Recall No. : 17V-352

Manufacturer Recall No. : 06A8



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Number of potentially involved : 2

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 Volkswagen Jetta

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Volkswagen Jetta

Vehicle Count: 2 (two)

VIN non-compliance

Production Dates : JAN 16, 2017 - JAN 16, 2017

VIN Range 1 : Begin : 3VW2B7AJ8HM304055 **End :** 3VWDB7AJ0HM304060 **Not sequential**

Description of Noncompliance :

Description of the Noncompliance : Due to a factory error, the body Vehicle Identification Number (VIN) markings on affected vehicles do not match the correct VIN information on the VIN plate near the windshield.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : This VIN error on the body makes the vehicle non-compliant with regulatory requirements.

Description of the Cause : The issue was caused by an error in the VIN marking robot.

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Volkswagen de México S.A. de C.V.
Address : Autopista México Puebla Km. 116
San Lorenzo Almecatla Cuautlancingo FOREIGN STATES 72700
Country : Mexico

Chronology :

March 17th, 2017: Error identified and claimed by port in Europe for one (1) vehicle. Start of investigation and immediate countermeasures implemented.
March 21st, 2017: Check of all physical VIN records since the implementation of RFID technology equipment. Identification of two (2) additional vehicles with VIN marking errors, both from the USA market.
March 29th, 2017: Issue presented in Volkswagen de México's Product Safety committee.
May 24th, 2017: The matter was presented to Volkswagen's product safety committee where the presence of a non-compliance was determined and a recall decision was made.

Description of Remedy :

Description of Remedy Program : The two (2) affected vehicles will be repurchased/replaced.
How Remedy Component Differs from Recalled Component : NR
Identify How/When Recall Condition was Corrected in Production : Only three (3) vehicles worldwide were produced with the body VIN marking errors. This was confirmed after checking the physical records of the VINs.
Immediate countermeasure: Reinforcement of manual checking procedure of the VIN (March 17th, 2017).
Definitive countermeasure: Optical Character Recognition system (to be implemented on June 2017).

Recall Schedule :

Description of Recall Schedule : NR
Planned Dealer Notification Date : JUN 02, 2017 - JUN 02, 2017
Planned Owner Notification Date : JUN 02, 2017 - JUN 02, 2017

* NR - Not Reported