March 24, 2020

Mr. Chris Sandvig
Volkswagen Group of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

NEF-150SS

20V-153

Subject: Moisture May Enter Starter Generator

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
AUDI/A6/2019-2020

Mfr's Report Date: March 19, 2020

NHTSA Campaign Number: 20V-153

Components:
ELECTRICAL SYSTEM:STARTER ASSEMBLY

Potential Number of Units Affected: 5,471

Problem Description:
Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2019-2020 Audi A6 vehicles equipped with mild-hybrid technology and 2.0TFSI engines. Moisture may enter the starter generator and cause an electrical short circuit.

Consequence:
A short circuit in the starter generator increases the risk of a fire.

Remedy:
Volkswagen will notify owners, and dealers will replace the starter generator, free of charge. The recall is expected to begin by May 15, 2020. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 27H2.

Notes:
Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)).

- Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components that need to be replaced to remedy this recall condition. This information should be provided in an amended 573 in the Involved Components section.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,

Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement