

Part 573 Safety Recall Report

20V-644

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : OCT 19, 2020

NHTSA Recall No. : 20V-644

Manufacturer Recall No. : 72L4



Manufacturer Information :

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road
Auburn Hills MI 48326

Company phone : 1-800-893-5298

Population :

Number of potentially involved : 1

Estimated percentage with defect : 3 %

Vehicle Information :

Vehicle 1 : 2020-2020 Audi Q3

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : "Based on review of production records and the results of the supplier's process modification only a limited number of vehicles are affected by this issue. Vehicles not included in the recall are not equipped with potentially affected parts. Based on supplier production records and investigation results it is estimated that the bolt connection may potentially be insufficient on a maximum of 15 out of the 534 affected vehicles worldwide (= 3%). Audi Q3 US vehicle count: 1"

Production Dates : JUL 10, 2020 - JUL 10, 2020

VIN Range 1 : Begin : WA1EECF34L1122072 End : WA1EECF34L1122072 ☐ Not sequential

Description of Defect :

Description of the Defect : The driver's seat frame may not have been bolted to the seat rail correctly.

FMVSS 1 : 210 - Seat belt assembly anchorages

FMVSS 2 : NR

Description of the Safety Risk : "

If this condition is present in the vehicle, the driver's seat may wobble while the vehicle is in motion. In the event of a crash, the bolted connection could possibly fail, leading to an increased risk of injury in a crash."

Description of the Cause : Because of a process error at the supplier, it is possible that the driver's seat frame was not correctly bolted to the seat rail in isolated cases.

Identification of Any Warning "that can Occur : The driver may notice that the driver's seat wobbles while the vehicle is in motion. "

Involved Components :

Component Name 1 : Seat Frame Driver Side

Component Description : Seat Frame Driver Side

Component Part Number : 5QF 881 105 AH

Supplier Identification :

Component Manufacturer

Name : Brose Fahrzeugteile SE & Co.

Address : Max-Brose-Str. 1
Coburg FOREIGN STATES 96450

Country : Germany

Chronology :

"July 15, 2020: Two loose seats were identified in production during a roller bench test. Entire supply chain was informed and investigation commenced.

July 15, 2020 - August 31, 2020: Investigation with the supplier to determine the root cause and the scope of the issue, along with validation testing and parts simulation. The investigation revealed that the bolt connection between the seat frame and the seat rail was insufficient and it was found that the affected seat frames have been manufactured at a temporary alternate workstation in a certain timeframe. Deviating parameters at that workstation did not reliably detect an insufficient bolt connection. Therefore it cannot be ruled out that additional insufficient bolt connections were not detected during production.

September 1, 2020: Responsible department determines that the topic is potentially safety related and reports it to the Audi Product Safety Committee.

September 10, 2020 - October 12, 2020: Topic is presented to the Audi Product Safety Committee. Continued investigation regarding impact and determination of affected population. Together with the supplier Audi identified the vehicles that received a seat frame from the relevant work station. Based on supplier production records and investigation results it is estimated that the bolt connection may potentially be insufficient on a maximum of 15 out of the 534 affected vehicles worldwide. Hence, it is estimated that the replacement of the seatframe may be necessary on a maximum of 3% of the affected vehicles.

October 12, 2020: The Audi Product Safety Committee makes the determination of a safety defect and decides a worldwide recall for the vehicles that have received a seat frame from the affected workstation in order to

check the bolt connection.

Date of determination: October 12, 2020

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Description of Remedy :

Description of Remedy Program : At no cost to customers, the bolted connection for the seat will be checked on the vehicles affected and the seat structure will be replaced if necessary. Audi will not offer a reimbursement program under this recall because the affected vehicle is within the New Vehicle Limited Warranty period.

How Remedy Component Differs from Recalled Component : Seat frame driver side:
5QF 881 105 AH

Identify How/When Recall Condition was Corrected in Production : The affected driver's seat frames were produced at a temporary work station which did not reliably detect an insufficient bolt connection for a limited time from March 2, 2020 9:00pm to March 3, 2020 3:30pm due to a deviation of the parameters.

Recall Schedule :

Description of Recall Schedule : Dealers and owners - on or before December 18, 2020

Planned Dealer Notification Date : DEC 18, 2020 - DEC 18, 2020

Planned Owner Notification Date : DEC 18, 2020 - DEC 18, 2020

* NR - Not Reported