



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 19, 2020

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

NEF-150SS  
20V-712

**Subject:** Loss of Steering Due To Knuckle Failure

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:**

VOLKSWAGEN/ATLAS/2021

VOLKSWAGEN/ATLAS CROSS SPORT/2020-2021

**Mfr's Report Date:** November 17, 2020

**NHTSA Campaign Number:** 20V-712

**Components:**

STEERING

**Potential Number of Units Affected:** 776

**Problem Description:**

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2021 Atlas and 2020-2021 Atlas Cross Sport vehicles. One or both steering knuckles may have been damaged during production.

**Consequence:**

A damaged steering knuckle can fail, causing a loss of steering, thereby increasing the risk of a crash.

**Remedy:**

Volkswagen has notified owners, and dealers will inspect and, as necessary, replace the steering knuckle, free of charge. The recall began November 19, 2020. Owners may contact Volkswagen customer service at 1-800-893-5298. Volkswagen's number for this recall is 40Q6. Note: Owners are advised to DO NOT DRIVE the vehicle until the vehicle has been inspected and repaired if necessary.

**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](http://www.safercar.gov).

We have received Volkswagen's proposed owner notification letter and approved it for distribution.



Please be reminded of the following requirements:

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).

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](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



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