

# Part 573 Safety Recall Report

# 20V-712

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Submission Date :** NOV 17, 2020

**NHTSA Recall No. :** 20V-712

**Manufacturer Recall No. :** 40Q6



## Manufacturer Information :

## Population :

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Number of potentially involved :** 776

**Address :** 3800 Hamlin Road

**Estimated percentage with defect :** 15 %

Auburn Hills MI 48326

**Company phone :** 1-800-893-5298

## Vehicle Information :

**Vehicle 1 :** 2021-2021 Volkswagen Atlas

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Vehicles included in this recall may have received potentially affected parts out of one specific production lot. Vehicles not included in this recall have received parts from outside of the affected production lot.

Atlas vehicle count: 439

**Production Dates :** SEP 29, 2020 - NOV 04, 2020

**VIN Range 1 : Begin :** 1V2LP2CA8MC534519 **End :** 1V2BR2CA0MC536318  Not sequential

**Vehicle 2 :** 2020-2021 Volkswagen Atlas Cross Sport

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Vehicles included in this recall may have received potentially affected parts out of one specific production lot. Vehicles not included in this recall have received parts from outside of the affected production lot.

Atlas Cross Sport vehicle count: 337

**Production Dates :** SEP 29, 2020 - NOV 03, 2020

**VIN Range 1 : Begin :** 1V2BC2CA6MC200044 **End :** 1V2ME2CA7LC232874  Not sequential

## Description of Defect :

**Description of the Defect :** The steering knuckle(s) in affected vehicles may have been damaged during production.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a damaged steering knuckle is present in the vehicle, the steering may fail without warning, and increasing the risk of a crash. Due to the safety risk, Volkswagen has issued a STOP DRIVE ADVISORY.

Description of the Cause : At a sub-supplier a machining process was not performed according to the part specifications.

Identification of Any Warning that can Occur : NONE

## Involved Components :

Component Name 1 : Steering Knuckle

Component Description : Steering Knuckle

Component Part Number : 3QF.407.255.E-256.E

## Supplier Identification :

### Component Manufacturer

Name : Thyssen-krupp Automotive Systems

Address : 8005 Volkswagen Dr. Suite 101  
Chattanooga TENNESSEE 37416

Country : United States

## Chronology :

October 03, 2020: Supplier Thyssen-Krupp informs Chattanooga about two (2) parts which failed in succession during tightening in the area of the strut mount. Chattanooga begins daily emergency meetings, analysis started.

October 5-9, 2020: Investigation shows that the Versatec parts have been produced without the necessary engineering release and that the failed part is out of specification with regards to the machining in the failed area. Several tests are performed in order to duplicate the failure, without success. Crack inspection, material strength, and durability tests are also initiated on parts produced in the same lot and timeframe as the failed parts, in order to determine if the parts pose a risk to customers in possession of vehicles produced with the parts. Identification of potentially affected vehicles started.

October 06 -26, 2020: Ongoing investigation, durability tests continue.

October 27, 2020: Yard vehicle inspection and test drive initiated in order to understand behavior of potential

mis-built parts.

November 02, 2020: During the inspection a fractured part is found with Julian Date 253. Determining the full scope of potentially affected vehicles started and determining which vehicles may be equipped with parts from JD253.

November 11, 2020: Topic was presented to Volkswagen Product Safety committee. Volkswagen decided to recall all vehicles that may received parts out of the production batch ""253"". Customers will be notified about the recall and warned to not drive their vehicle.

## Description of Remedy :

Description of Remedy Program : Inspect and, if necessary, replace the steering knuckle(s).

How Remedy Component Differs from Recalled Component : The remedy part is manufactured outside of the potentially affected production lot. The recalled part is the steering knuckle -3QF.407.255. E-256.E

Identify How/When Recall Condition was Corrected in Production : Immediate correction: CW40, ThyssenKrupp sorted out all parts of affected sub-supplier CW43: Improved machining and casting processes established

## Recall Schedule :

Description of Recall Schedule : Dealers/owners: on or about 11/20/2020

Planned Dealer Notification Date : NOV 20, 2020 - NOV 20, 2020

Planned Owner Notification Date : NOV 20, 2020 - NOV 30, 2020

\* NR - Not Reported