

# Part 573 Safety Recall Report

## 21V-027

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

**Submission Date :** JAN 27, 2021

**NHTSA Recall No. :** 21V-027

**Manufacturer Recall No. :** 48P7



### 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 :** 100 %

### Vehicle Information :

**Vehicle 1 :** 2019-2019 Audi Q3

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The affected parts and vehicles have clearly been identified based on production records from the sub-supplier (belt pulley), the supplier (steering rack) and the Audi factory. Vehicles not included in the recall are not equipped with potentially affected steering racks and are therefore not affected by the issue.

Audi Q3 count: 1

**Production Dates :** JUN 21, 2019 - JUN 21, 2019

**VIN Range 1 : Begin :** WA1AECF35K1076426 **End :** WA1AECF35K1076426 ☐ Not sequential

### Description of Defect :

**Description of the Defect :** The steering rack in one U.S. vehicle may not have been manufactured according to factory specifications.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** In unfavorable circumstances, the affected circlip in the steering rack could come off and subsequently catch in surrounding components. This may lead to the steering system locking, which could increase the risk of a crash.

**Description of the Cause :** Due to a manufacturing issue at the sub-supplier, the belt pulley for the steering rack may have been produced with dimensional deviations. This may have caused a circlip within the steering rack to not have been properly engaged during the assembly of the steering rack.

Identification of Any Warning NONE  
that can Occur :

### Involved Components :

Component Name 1 : Steering Rack

Component Description : Steering Rack

Component Part Number : 5QB 423 062 D

### Supplier Identification :

#### Component Manufacturer

Name : Volkswagen AG Braunschweig

Address : Gifhorner Str. 180  
Braunschweig 38112

Country : United States

### Chronology :

October 2019: In production, one vehicle was found with a steering rack that did not have the circlip secured properly.

November 2019 - December 2019: Root cause analysis and investigation with sub-supplier regarding manufacturing tolerances commenced, development of test program.

January 2020 - October 2020: Comprehensive test program regarding failure mode and consequences with delay and interruptions due to COVID-19 (short-time work of the factory with operations only with skeleton staff).

November 2020: Evaluation of test program results and risk assessment completed, resulting in the decision to report the issue to the Audi Product Safety Committee.

December 2020 - January 2021: Evaluation of the topic in the Audi Product Safety Committee, clarification within the VW group and identification of the affected vehicles. Although the comprehensive simulation and test program did not show any case where the circlip within the steering rack did not stay in place, this cannot be completely ruled out.

January 20, 2021: Out of an abundance of caution, the Audi Product Safety Committee decides a worldwide safety recall for the affected vehicles (7 Audi vehicles worldwide, 1 Audi vehicle in the US).

### Description of Remedy :

Description of Remedy Program : At no cost to the customer, Audi will replace the steering rack on the affected vehicle. Audi will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : Part number of affected steering rack: 5QB 423 062 D  
Replacement parts have been produced according to specification.

Identify How/When Recall Condition was Corrected in Production : A limited number of parts were not manufactured properly after a maintenance on the affected machine at the sub-supplier. The machine parameters were corrected by the sub-supplier on October 18, 2019. In order to detect dimensional deviations immediately in the future, the sub-supplier has also introduced series-accompanying dimensional checks for the belt-pulley. In addition the steering rack supplier has also introduced an extra inspection to assure the circlip is in the specified position.

### Recall Schedule :

Description of Recall Schedule : Dealer/Owner: On or before 03/25/2021

Planned Dealer Notification Date : MAR 25, 2021 - MAR 25, 2021

Planned Owner Notification Date : MAR 25, 2021 - MAR 25, 2021

\* NR - Not Reported