

Part 573 Safety Recall Report

21V-732

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : SEP 23, 2021

NHTSA Recall No. : 21V-732

Manufacturer Recall No. : 51H5



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 2

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2018-2018 Volkswagen TIGUAN LWB

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The potentially affected vehicles have been identified using VWGoA spare parts sales records.

Vehicles included in the recall may have been repaired by a non-VW dealer with an incorrect roof reinforcement spare part. Vehicles not included in this recall have a correct roof reinforcement assembled from the factory.

TIGUAN LWB count: 2

Production Dates : MAY 22, 2017 - DEC 19, 2017

VIN Range 1 : Begin : 3VV2B7AX8JM002084 **End :** 3VV0B7AX9JM088464 Not sequential

Description of Defect :

Description of the Defect : Vehicles included in this recall may have been repaired after having sustained roof damage with a roof reinforcement replacement part that was not approved for release in the U.S. market. There have been no reports of accidents or injuries in the United States related to this issue.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a vehicle is repaired with an incorrect roof reinforcement replacement part, there is the risk that, in the event of a severe crash:

- the roof frame deformation could be higher than expected
- the functionality of the restraint systems, such as head curtain airbags, can be influenced

This may lead to the increased risk of injury to vehicle occupants in the event

of a severe crash.

Description of the Cause : Due to an error, the electronic parts catalogue showed an incorrect spare part that was not released for the U.S. market.

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Roof reinforcement

Component Description : Roof reinforcement

Component Part Number : 5NN.817.287

Supplier Identification :

Component Manufacturer

Name : Volkswagen de Mexico

Address : Km. 116 Autopista Mexico-Puebla

Puebla 72700

Country : United States

Chronology :

August 10, 2020: Notification about a potentially incorrect data entry in the electronic parts catalogue (ETKA), Investigation started.

August 2020 -March 2021: Intensive technical and regulatory analysis conducted to understand potential consequence in case an incorrect part had been used in a repair. Identification of potentially affected vehicles started.

March 2021 - July 2021: further market research necessary in order to identify potentially affected vehicles since body repairs could have been conducted at non-VW dealers. Tracing of sold spare parts to non-VW dealers that could be potentially affected intensified.

July 20, 2021: Topic presented in Volkswagen de Mexico Pre Product Safety Committee. More details regarding scope and regulatory relevance requested.

September 2, 2021: Topic presented in VW de Mexico's Product Safety Committee, recommendation escalate the topic to the VWAG Product Safety Committee for a final determination.

September 15, 2021: Topic discussed in a joint meeting of VW de Mexico's and VWAG Product Safety Committees, Decision: recall of the vehicles potentially affected.

Description of Remedy :

Description of Remedy Program : At no cost to customers, the roof reinforcement will be replaced. Volkswagen will not offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : The remedy component is released for the U.S. market and complies with all applicable regulatory standards

Identify How/When Recall Condition was Corrected in Production : Production was not affected.

Recall Schedule :

Description of Recall Schedule : Dealers/Owners: On or before November 18, 2021

Planned Dealer Notification Date : NOV 18, 2021 - NOV 18, 2021

Planned Owner Notification Date : NOV 18, 2021 - NOV 18, 2021

* NR - Not Reported