

# Part 573 Safety Recall Report

# 21V-852

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

**Submission Date :** NOV 03, 2021

**NHTSA Recall No. :** 21V-852

**Manufacturer Recall No. :** 48Q7



## Manufacturer Information :

## Population :

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

**Number of potentially involved :** 1

**Address :** 3800 Hamlin Road

**Estimated percentage with defect :** 100 %

Auburn Hills MI 48326

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

## Vehicle Information :

**Vehicle 1 :** 2021-2021 Volkswagen ID.4

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The one vehicle included in this recall may have received an incorrectly assembled or missing steering assembly worm gear drive bushing. Vehicles not affected by this recall were produced with correct steering assemblies.

ID.4 count: 1

**Production Dates :** MAR 11, 2021 - MAR 11, 2021

**VIN Range 1 :** Begin : WVGDMPPE27MP021297 End : WVGDMPPE27MP021297  Not sequential

## Description of Defect :

**Description of the Defect :** The steering gear may have a missing or incorrectly assembled steering gear worm gear drive bushing.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the bushing is missing or incorrectly assembled, it will result in loud noises while using the steering in low speed situations like parking. If ignored, this may lead to a failure of the steering support with increased steering forces and a blockage can not completely be ruled out. This may increase the risk of a crash.

**Description of the Cause :** Incorrect detection of failures during assembly process.

**Identification of Any Warning :** The driver may be warned by noises coming from the steering or by a stiff feeling when steering. When the steering support is failing, a warning lamp will

that can Occur : illuminate in the instrument cluster.

## Involved Components :

Component Name 1 : Steering gear

Component Description : Steering gear

Component Part Number : 1EB 423 063 M

## Supplier Identification :

### Component Manufacturer

Name : Volkswagen AG Braunschweig

Address : Berliner Ring 2

Wolfsburg

Foreign States 38440

Country : Germany

## Chronology :

July 14, 2021: first not ok part detected at assembly plant. Analysis process started.

July - October 2021: In depth analysis conducted in order to understand root cause and consequence (test drives and tests on test benches conducted). Identification of potentially affected vehicles initiated.

October 21, 2021: Topic presented in Volkswagen's pre product safety committee. Further details regarding risk evaluation requested.

October 27, 2021: Topic presented in Volkswagen's product safety committee and a recall was decided.

## Description of Remedy :

Description of Remedy Program : At no cost to the customer, the potentially affected steering gear will be replaced. Because the affected vehicle is within the New Vehicle Limited Warranty period, Volkswagen will not offer a reimbursement program under this recall.

How Remedy Component Differs : The remedy part is the same part as the recalled part: steering gear with part number 1EB 423 063 M. The remedy part has the bushing correctly

from Recalled Component : assembled.

Identify How/When Recall Condition was Corrected in Production : July 15, 2021: process improvements: measures introduced in assembly factory to identify potentially incorrect manufactured parts

## Recall Schedule :

Description of Recall Schedule : Dealer/Owner: On or before December 31, 2021. Volkswagen intends to notify the one (1) affected owner via telephone in November 2021 and make arrangements to have the vehicle repaired. Volkswagen does not anticipate having to mail an owner notification letter for this one affected vehicle.

Planned Dealer Notification Date : DEC 31, 2021 - DEC 31, 2021

Planned Owner Notification Date : DEC 31, 2021 - DEC 31, 2021

\* NR - Not Reported