

VOLKSWAGEN

GROUP OF AMERICA

James C. Owens, Acting Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Christopher T. Sandvig NAME
Director Title
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April 13, 2022 Date

Subject: Chronology for Volkswagen Recall 24iD – Fuel Injectors

VOLKSWAGEN GROUP OF AMERICA, INC.
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Dear Mr. Owens:

Volkswagen hereby submits the following chronology associated with the subject recall.

Chronology of Defect

CW19/2021: During continuous field monitoring and analysis of claimed long injectors, an evaluation of the built date of long injectors showed a potential cluster in a specific time frame with parts built without filter element. Deeper analysis started.

CW19/2021 – CW25/2021: investigation with supplier about explanation of potential cluster of claimed parts. Root cause analysis initiated. The supplier informed Volkswagen that potentially one tray of long injectors may have been mishandled and that an unknown number of long injectors of this tray could have been assembled without filter element. Ongoing Field monitoring and parts analysis to verify information. At this time, the supplier was not able to quantify the potentially incorrectly assembled parts within the one tray.

CW25/2021 – CW39/2021: Evaluation of potentially affected long injectors of the suspected tray by field monitoring and analysis of field return parts. First indications of a second cluster with mishandling at the supplier. Field monitoring intensified in order to understand the rate of potentially affected parts.

CW39/2021 – CW44/2021: Field return parts were analyzed and assessment of quantity of further potential part failures started. The total number of potentially incorrectly built long injectors in the suspected production periods was still unknown.

CW44/2021 – February 2022: Root cause analysis confirmed that in certain production days, long injectors may have been built incorrectly without filter due to not following the according work procedures. Ongoing field monitoring and parts analysis in order to verify potentially affected production lots. Analysis of claimed parts to understand failure rate in suspected production lots and to evaluate potential risk.

February 10, 2022: Topic was presented to Volkswagen Pre Product Safety Committee. Further details regarding failure analysis requested.

March 09,2022: Topic was presented to Volkswagen Product Safety Committee. The committee requested a deeper evaluation of all warranty claims with a technical explanation of the claims.

April 06, 2022: Topic was presented to Volkswagen Product Safety Committee. There are two production periods where on certain days at the supplier the assembly of the long injector has not been followed the required work procedure. Therefore there is the risk that certain long injectors could have been manufactured without the filter element. This was confirmed with parts analysis of claimed parts from these 2 production periods. Specifically, 100 vehicles were identified that had replaced long injectors built during the 2 suspect time periods with missing filter elements. Volkswagen is unaware of any fire events that have been caused by this issue, and it believes there is a very low likelihood of such an event. Nevertheless, given the evidence of a defined manufacturing anomaly, the chance that there may still be affected parts in the field that have not failed yet, and out of an abundance of caution, Volkswagen has decided to recall the vehicles that have received these potentially incorrectly assembled long injectors.

Please contact me if you require any additional information or have any questions related to this information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'C.T.S.', is positioned above the typed name.

Christopher T. Sandvig
Director, Group Customer Protection
Group Quality