

# Part 573 Safety Recall Report

# 22V-657

**Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** AUG 31, 2022**NHTSA Recall No. :** 22V-657**Manufacturer Recall No. :** 66N8**Manufacturer Information :****Population :**

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 3,184

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

**Vehicle Information :**

Vehicle 1 : 2022-2022 VOLKSWAGEN ATLAS FL

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined by production records. The recalled products differ from products that were not included in the recall because during a specific time period, the trailer hitch bolts have may not have been sufficiently tightened at the potentially affected vehicles.

ATLAS FL: 2,987

Production Dates : APR 19, 2022 - JUN 06, 2022

VIN Range 1 : Begin : 1V2KR2CA7NC538262 End : 1V2HR2CA1NC551924  Not sequential

Vehicle 2 : 2022-2022 VOLKSWAGEN ATLAS CROSS SPORT

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population was determined by production records. The recalled products differ from products that were not included in the recall because during a specific time period, the trailer hitch bolts have may not have been sufficiently tightened at the potentially affected vehicles.

ATLAS CROSS SPORT: 197

Production Dates : APR 20, 2022 - JUN 01, 2022

VIN Range 1 : Begin : 1V2BE2CA0NC219474 End : 1V2FE2CA3NC224816  Not sequential

**Description of Defect :**

Description of the Defect : The trailer hitch bolts have may not have been sufficiently tightened.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The bolts may begin to loosen which will lead to a rattling noise. If the problem persists, the loose bolt may fall out, or the remaining bolts may be over-stressed which could lead to separation of the trailer hitch during towing. This may increase the risk for a crash for the following traffic.

Description of the Cause : Incorrect tightening procedure after a change of the supplier of the trailer hitch bolts. For a potential incorrect not OK tightened bolt, the published rework procedure was not followed.

Identification of Any Warning that can Occur : Customer may notice a rattling noise from the rear of the vehicle.

**Involved Components :**

Component Name 1 : trailer hitch bolt

Component Description : trailer hitch bolt

Component Part Number : N.911.489.01

**Supplier Identification :****Component Manufacturer**

Name : Volkswagen Group of America, Inc

Address : 3800 Hamlin Road

Auburn Hills

Michigan 48326

Country : United States

**Chronology :**

April 19, 2022: Chattanooga receives first bolts from a new supplier.

April 29, 2022: Failure rate in production begins to increase, root cause analysis started.

June 6, 2022: Production process auditors observed incorrect rework procedure being performed on a vehicle.

June -July 2022: Evaluation of potentially affected vehicles, risk assessment initiated. No field claims known.

August 18, 2022: Topic presented in Volkswagen's Pre Product Safety Committee.

August 24, 2022: Topic presented in Volkswagen's Product Safety Committee. Although it is extremely unlikely, experience gained during durability testing shows that a bolt over-stress failure (load transferred from a loose

bolt to the remaining tight bolts) while towing cannot be completely ruled-out. Out of an abundance of caution, a recall was decided.

## Description of Remedy :

Description of Remedy Program : The trailer hitch bolts will be tightened an additional 90°. Volkswagen will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The repair procedure is to re-tighten the trailer hitch bolts. No parts will be replaced

Identify How/When Recall Condition was Corrected in Production : June 7, 2022: Implementation of the correct rework procedure in case of an not OK result

## Recall Schedule :

Description of Recall Schedule : Dealers/owners: On or before October 28, 2022

Planned Dealer Notification Date : OCT 28, 2022 - OCT 28, 2022

Planned Owner Notification Date : OCT 28, 2022 - OCT 28, 2022

\* NR - Not Reported