

Part 573 Safety Recall Report

21V-935

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : DEC 01, 2021

NHTSA Recall No. : 21V-935

Manufacturer Recall No. : 42L2



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 10

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 Audi E-TRON GT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicle assembly information and supplier production records were reviewed to determine the potentially affected vehicles. Vehicles not included in the recall have not received affected parts or have already been remedied in the factory or port.
E-TRON GT count: 10

Production Dates : SEP 14, 2021 - SEP 17, 2021

VIN Range 1 : Begin : WAUDJBFW0N7003885 **End :** WAUAHBFW6N7902328 Not sequential

Description of Defect :

Description of the Defect : A retaining ring on top of the suspension strut could come loose due to a potentially insufficient notch.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the retaining ring on top of the suspension strut gets loose, the air within the pneumatic spring will be released, leading to a loss of ride comfort accompanied by a drop in ride height on the affected suspension strut. Vehicle handling capabilities could be affected, increasing the risk of a crash.

Description of the Cause : Due to a manufacturing deviation at the sub-supplier, a notch at the top part of the air suspension strut may not have been manufactured according to specification. This may cause the fitted retaining ring of the air suspension strut to become loose.

Identification of Any Warning that can Occur : A warning message, along with a red warning light, will be displayed indicating an air suspension malfunction.

Involved Components :

Component Name 1 : suspension strut

Component Description : pneumatic spring front axle left and right

Component Part Number : 9J1616037 D / 9J1616038 D

Supplier Identification :**Component Manufacturer**

Name : Vibracoustic GmbH & Co KG

Address : Hörstener Str. 45-47

Hamburg Foreign States 21079

Country : Germany

Chronology :

Sept. 16, 2021: During a final internal road test of an Audi e-tron GT after the finishing assembly line and before transportation to the field, an issue with the air suspension was detected.

September 17 - October 18, 2021: Immediate investigation of the vehicle in the factory and information to the supplier. Analysis and check of the parts in stock and in process including all cars still in the factory, followed by a detailed analyses and identification of the cause and possibly affected batches.

October 18, 2021: The responsible department determines that it cannot be ruled out that affected parts were also installed in vehicles already in the field. Therefore the issue is submitted to the Audi Product Safety Committee.

October 19 - November 24, 2021: Topic was presented to the Product Safety Committee. The suspect parts were identified but the corresponding vehicles had not yet been determined. Possibly affected vehicles still in the factory were identified and a stop order was issued for the vehicles in the ports. Additional investigation to clearly identify the possibly affected vehicles in the field.

November 24, 2021: It is determined that there is a total of 10 affected vehicles produced for the United States, with 3 of them already being in the field. The Audi Product Safety Committee decides a worldwide safety recall. Audi is not aware of any customer complaints, warranty records, crashes or injuries due to this issue.

Description of Remedy :

Description of Remedy Program : The suspension strut will be checked and, if necessary, replaced at no cost to customers. Because the vehicles are within the New Vehicle Limited Warranty period, Audi will not offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component :

The remedy components have been built within the required specification.

Identify How/When Recall Condition was Corrected in Production :

Only a very limited amount of parts were affected by the manufacturing deviation before it was detected. In production, each part is supplied with the manufacturing data; therefore, the suspect parts could clearly be identified and it was determined that only vehicles built between September 14th and September 17th, 2021 could be affected. Vehicles built after that date have been produced with parts outside the identified conspicuous batches and have received parts that are within specification. The supplier has implemented several process improvements to avoid similar issues in the future.

Recall Schedule :

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

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

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

* NR - Not Reported