

Part 573 Safety Recall Report

24V-110

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : FEB 14, 2024

NHTSA Recall No. : 24V-110

Manufacturer Recall No. : VW: 20UF/AUDI:20YF



Manufacturer Information :

Manufacturer Name : Volkswagen Group of America, Inc.

Address : 3800 Hamlin Road

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Population :

Number of potentially involved : 261,257

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2015-2020 AUDI A3 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records. Vehicles included in the recall are front -wheel drive vehicles that have been built with a specific suction jet pump (Version 1.0 or 1.1) installed in the fuel tank assembly or have been received this version as a recall remedy.

Vehicles not included in the recall are all-wheel drive vehicles, and vehicles that do not have the specific suction jet pump (Version 1.0 or 1.1) installed.

Estimated percentage involved with defect: less than 1%

A3 SEDAN: 47391

Production Dates : NOV 28, 2013 - OCT 03, 2019

VIN Range 1 : Begin : WAUCCGFF0F1000668 **End :** WAUCCGFF3F1023250 Not sequential

Vehicle 2 : 2015-2019 AUDI A3 CABRIOLET

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records. Vehicles included in the recall are front -wheel drive vehicles that have been built with a specific suction jet pump (Version 1.0 or 1.1) installed in the fuel tank assembly or have been received this version as a recall remedy.

Vehicles not included in the recall are all-wheel drive vehicles, and vehicles that do not have the specific suction jet pump (Version 1.0 or 1.1) installed.

Estimated percentage involved with defect: less than 1%
A3 CABRIOLET: 3875

Production Dates : JUN 06, 2014 - JUL 12, 2019

VIN Range 1 : Begin : WAU5CLFF2F1023290 End : WAU6ULFF9K1033102 Not sequential

Vehicle 3 : 2019-2020 VOLKSWAGEN JETTA GLI

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records. Vehicles included in the recall are front -wheel drive vehicles that have been built with a specific suction jet pump (Version 1.0 or 1.1) installed in the fuel tank assembly or have been received this version as a recall remedy.

Vehicles not included in the recall are all-wheel drive vehicles, and vehicles that do not have the specific suction jet pump (Version 1.0 or 1.1) installed.

Estimated percentage involved with defect: less than 1%
JETTA GLI: 10,925

Production Dates : DEC 17, 2018 - NOV 15, 2019

VIN Range 1 : Begin : 3VW5T7BU3KM135136 End : 3VW6T7BU0LM002629 Not sequential

Vehicle 4 : 2018-2018 VOLKSWAGEN GOLF SPORTWAGEN GP

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records. Vehicles included in the recall are front -wheel drive vehicles that have been built with a specific suction jet pump (Version 1.0 or 1.1) installed in the fuel tank assembly or have been received this version as a recall remedy.

Vehicles not included in the recall are all-wheel drive vehicles, and vehicles that do not have the specific suction jet pump (Version 1.0 or 1.1) installed.

Estimated percentage involved with defect: less than 1%
GOLF SPORTWAGEN GP: 606

Production Dates : JUL 05, 2017 - SEP 03, 2018

VIN Range 1 : Begin : 3VWL17AU6JM750048 End : 3VWL17AUXJM768472 Not sequential

Vehicle 5 : 2018-2019 VOLKSWAGEN GOLF SPORTWAGEN A7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records. Vehicles included in the recall are front -wheel drive vehicles that have been built with a specific suction jet pump (Version 1.0 or 1.1) installed in the fuel tank assembly or have been received this version as a recall remedy.

Vehicles not included in the recall are all-wheel drive vehicles, and vehicles that do not have the specific suction jet pump (Version 1.0 or 1.1) installed.

Estimated percentage involved with defect: less than 1%
GOLF SPORTWAGEN A7: 5,758

Production Dates : JUL 05, 2017 - AUG 27, 2019

VIN Range 1 : Begin : 3VWD17AU4JM750036 End : 3VWY57AU5KM516723 Not sequential

Vehicle 6 : 2015-2017 VOLKSWAGEN GOLF SPORTWAGEN

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records. Vehicles included in the recall are front -wheel drive vehicles that have been built with a specific suction jet pump (Version 1.0 or 1.1) installed in the fuel tank assembly or have been received this version as a recall remedy.

Vehicles not included in the recall are all-wheel drive vehicles, and vehicles that do not have the specific suction jet pump (Version 1.0 or 1.1) installed.

Estimated percentage involved with defect: less than 1%

GOLF SPORTWAGEN: 19,673

Production Dates : DEC 08, 2014 - JUL 14, 2017

VIN Range 1 : Begin : 3VWA17AU5GM500137 End : 3VWC17AUXHM544967 Not sequential

Vehicle 7 : 2015-2020 VOLKSWAGEN GOLF GTI

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records. Vehicles included in the recall are front -wheel drive vehicles that have been built with a specific suction jet pump (Version 1.0 or 1.1) installed in the fuel tank assembly or have been received this version as a recall remedy.

Vehicles not included in the recall are all-wheel drive vehicles, and vehicles that do not have the specific suction jet pump (Version 1.0 or 1.1) installed.

Estimated percentage involved with defect: less than 1%

GOLF GTI: 114,485

Production Dates : JAN 27, 2014 - NOV 13, 2019

VIN Range 1 : Begin : 3VW5T7AU6FM000143 End : 3VW5T7AU6LM002017 Not sequential

Vehicle 8 : 2015-2020 VOLKSWAGEN GOLF A7

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by production records. Vehicles included in the recall are front -wheel drive vehicles that have been built with a specific suction jet pump (Version 1.0 or 1.1) installed in the fuel tank assembly or have been received this version as a recall remedy.

Vehicles not included in the recall are all-wheel drive vehicles, and vehicles that do not have the specific suction jet pump (Version 1.0 or 1.1) installed.

Estimated percentage involved with defect: less than 1%
GOLF A7: 58,544

Production Dates : MAR 28, 2014 - OCT 30, 2019

VIN Range 1 : Begin : 3VWG57AU3KM000730 End : 3VWG57AU8LM000353 Not sequential

Description of Defect :

Description of the Defect : The suction jet pump inside the fuel tank is designed to purge fuel from the Evaporative Emissions (EVAP) system. If a specific seal inside an affected suction jet pump fails, the fuel may flow directly into the evaporative emissions (EVAP) system. If this happens, fuel could accumulate in the EVAP system and may leak through the charcoal canister filter element.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Leaking fuel, in the presence of an ignition source, may result in a fire.

Description of the Cause : Due to a manufacturing issue, seal rings inside the suction jet pump in the fuel tank were assembled with too much tension during the manual process. This could have pre-damaged seals, potentially leading to fuel ingress into the EVAP system. Should the EVAP system be flooded, fuel could leak through the charcoal canister filter element.

Identification of Any Warning that can Occur : Customers could experience refueling issues (early stopping fuel nozzles, spillback) when fuel has accumulated in the EVAP system. A fuel odor may also be noticed by the driver/vehicle occupants.

Involved Components :

Component Name 1 : Suction Jet Pump

Component Description : Suction Jet Pump in fuel tank assembly

Component Part Number : 5Q0.201.029

Supplier Identification :

Component Manufacturer

Name : Gentherm

Address : 21680 Haggerty Hwy
Northville Michigan 48167

Country : United States

Chronology :

August 2016: Determination of defect for vehicles built with a specific suction jet pump. Vehicles that have been included in the recall (Recall 16V-647) have received an improved version (Version 1.1) of the suction jet pump as recall remedy.

April 2018: First failures were reported from the field and investigation was initiated.

December 2018: Analysis with supplier in Alfmeier Germany

February 2019: The matter was brought to Volkswagen de Mexico's product safety committee and field monitoring was implemented.

September 2020: In a quarterly meeting with NHTSA, the topic of allegations of failing suction jet pumps after recall was put on the agenda by NHTSA. Volkswagen started the investigation of these allegations in order to understand the complaints.

September 2020 - October 2023: This topic was discussed multiple times with NHTSA. An analysis of claims showed that the improved version of the suction jet pump showed a significant better field performance than the recalled version. No fires related to this topic have been identified. A field analysis program was initiated in order to understand the behavior of the improved version. It was Volkswagen understanding that this topic did not pose an unreasonable risk to motor vehicle safety.

A warranty extension was initiated in order to cover costs for the customer in case a suction jet pump, which was installed in course of the recall, would fail. January 2024: NHTSA sent a Recall Query (RQ 23-007). During the intensive analysis of warranty claims and customer complaints (VOQ's), the evaluation of the field performance of the improved version of the suction jet pump indicated an increased failure rate.

February 7, 2024: The topic was discussed at the Product Safety Committee's of Volkswagen and Audi and a recall for all front wheel drive vehicles that have been equipped with the improved version was decided (based on 1410 warranty claims on FWD vehicles with repair dates between 05/01/2016 and 12/31/2023).

Description of Remedy :

Description of Remedy Program : Replace the suction jet pump inside the fuel tank with the latest version of suction jet pump at no cost to customers.

Volkswagen and Audi will offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The recall remedy component is a redesigned suction jet pump (Version 2.0) and has incorporated multiple changes/improvements. The remedy part has the part number 5Q0.201.029 A, the recalled part has the part number 5Q0.201.029.

Identify How/When Recall Condition was Corrected in Production : Depending of the model, the redesigned part has been introduced in series production from September 2019 to December 2019.

Recall Schedule :

Description of Recall Schedule : Dealers: on or before February 16, 2024; Owner interim notice: on or before April 12, 2024

Planned Dealer Notification Date : FEB 16, 2024 - FEB 16, 2024

Planned Owner Notification Date : APR 12, 2024 - APR 12, 2024

* NR - Not Reported



VOLKSWAGEN DEALER COMMUNICATION

Advance Notice – Safety Recall 20UF / Suction Jet Pump

This notice is for: All Dealer Personnel

Date: February 16, 2024

Issue: The suction jet pump inside the fuel tank is designed to purge fuel from the Evaporative Emissions (EVAP) system. If a specific seal inside an affected suction jet pump fails, the fuel may flow directly into the EVAP system. If this happens, fuel could accumulate in the EVAP system and may leak through the charcoal canister filter element. Leaking fuel, in the presence of an ignition source, may result in a fire.

Precautions: If the recall condition exists in the vehicle, customers could experience refueling issues (early stopping fuel nozzles, spillback) when fuel has accumulated in the EVAP system. A fuel odor may also be noticed by the driver/vehicle occupants. Customers experiencing these issues are advised to contact an authorized dealer to have the vehicle diagnosed.

- Repair:**
- REPAIR NOT YET AVAILABLE
 - Dealers and owners will be notified in writing once the remedy is available.
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2015	2020	GOLF	58,544
USA	2015	2020	GOLF GTI	114,485
USA	2015	2019	GOLF SPORTWAGEN	26,037
USA	2019	2020	JETTA GLI	10,925
CAN	2015	2019	GOLF	57,293
CAN	2015	2020	GOLF GTI	15,783
CAN	2015	2019	GOLF SPORTWAGEN	8,689
CAN	2019	2020	JETTA GLI	1,558

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

Notes:

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.



Audi

AUDI DEALER COMMUNICATION

Advance Notice – Safety Recall 20YF / Suction Jet Pump

This notice is for: All Dealer Personnel

Date: February 16, 2024

Issue: The suction jet pump inside the fuel tank is designed to purge fuel from the Evaporative Emissions (EVAP) system. If a specific seal inside an affected suction jet pump fails, the fuel may flow directly into the EVAP system. If this happens, fuel could accumulate in the EVAP system and may leak through the charcoal canister filter element. Leaking fuel, in the presence of an ignition source, may result in a fire.

Precautions: If the recall condition exists in the vehicle, customers could experience refueling issues (early stopping fuel nozzles, spillback) when fuel has accumulated in the EVAP system. A fuel odor may also be noticed by the driver/vehicle occupants. Customers experiencing these issues are advised to contact an authorized dealer to have the vehicle diagnosed.

- Repair:**
- REPAIR NOT YET AVAILABLE
 - Dealers and owners will be notified in writing once the remedy is available.
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2015	2019	A3 CABRIOLET	3,875
USA	2015	2020	A3 SEDAN	47,391
CAN	2015	2020	A3 SEDAN	2,985

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-END OF MESSAGE-

Ensure all dealer personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.