

Part 573 Safety Recall Report

18V-537

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : AUG 15, 2018

NHTSA Recall No. : 18V-537

Manufacturer Recall No. : 87F9



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 : 9,685

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Volkswagen Atlas

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined to affect only 2018 MY Atlas vehicles built during a specific time period. Additionally, vehicles that have already received repairs due to a twisted drain tube (but where the airbag control module was not replaced) are identified to be contained within this recall so that the module replacement can be made.

Production Dates : NOV 17, 2016 - AUG 18, 2017

VIN Range 1 : Begin : 1V2NR2CA2JC500090 **End :** 1V2HR2CA8JC700002 Not sequential

Description of Defect :

Description of the Defect : In certain vehicles, an air conditioning evaporator (HVAC) drain tube may have been twisted during vehicle assembly. If this tube is twisted, it can lead to water draining inside the passenger compartment and also onto the airbag control module. If the airbag control module gets wet, it can malfunction and possibly lead to an unintended airbag deployment.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An unintended airbag deployment can cause injuries to vehicle occupants and possibly lead to a crash.

Description of the Cause : Water may leak from an improperly installed HVAC drain tube to the airbag control unit. This may cause electrical malfunctions within the airbag control

module, possibly resulting in an unintended airbag deployment.

Identification of Any Warning that can Occur : The customer may notice wet carpet, a foul odor in the interior of the vehicle or the airbag warning lamp may illuminate. Other warning lights may also illuminate depending on vehicle equipment and conditions.

Supplier Identification :

Component Manufacturer

Name : Volkswagen Group of America
Address : 3800 Hamlin Road
Auburn Hills 48326
Country : United States

Chronology :

August 30, 2017: Topic was presented to Volkswagen's product safety committee. Only complaints known for wet carpet or airbag warning lamp on with a de-activated airbag control unit. Topic evaluated and assessed as early failure and not safety relevant , no further claims expected. Topic addressed as service campaign.

October 25, 2017: Topic was presented to NHTSA. Topic was not considered as safety relevant therefore service campaign initiated.

June, 14, 2018: VWGoA received case about curtain airbag deployment without cause. Analysis started.

August 8, 2018: Topic was presented to Volkswagen's Product Safety Committee and re-evaluated due to new knowledge of inadvertent deployment risk [or potential]. Determination of defect was made and recall decided.

Description of Remedy :

Description of Remedy Program : The HVAC drain tube will be inspected on all affected vehicles. If a twisted tube is found, the hose as well as the airbag control module will be replaced. A subset of affected vehicles (that our records show have had a twisted drain tube replaced in the past) will have the airbag control module replaced under this recall. Volkswagen will not be offering a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The remedy components are the same as the installed components. The remedy HVAC drain hose will be installed properly.
Remedy HVAC drain hose: 3QF.820.127
Remedy airbag control unit: 3Q0.959.655.BN

Identify How/When Recall Condition was Corrected in Production : Vehicle Assembly work instructions updated and additional quality check process implemented on 07/21/2017 with VIN 1V2NR2CA1JC516345.

Recall Schedule :

Description of Recall Schedule : Recall expected to begin on or before October 14, 2018 parts supply permitting.

Planned Dealer Notification Date : OCT 14, 2018 - OCT 14, 2018

Planned Owner Notification Date : OCT 14, 2018 - OCT 14, 2018

* NR - Not Reported