

Part 573 Safety Recall Report

19V-095

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : FEB 13, 2019

NHTSA Recall No. : 19V-095

Manufacturer Recall No. : 72I8



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 3,326

Address : 3800 Hamlin Road

Estimated percentage with defect : NR

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2018-2018 Audi A3 Sedan

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The process error at the Tier 3 supplier only happened during a limited time. Vehicles produced before and after the affected production range (April 2018 to June 2018) have received parts that have passed the quality monitoring process and where the error did not occur.

Audi A3 Sedan vehicle count: 3093

Production Dates : APR 11, 2018 - JUL 02, 2018

VIN Range 1 : Begin : WAUB1GFF1J1068374 **End :** WAUAUGFF4J1092333 Not sequential

Vehicle 2 : 2018-2018 Audi RS3

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The process error at the Tier 3 supplier only happened during a limited time. Vehicles produced before and after the affected production range (April 2018 to June 2018) have received parts that have passed the quality monitoring process and where the error did not occur.

Audi RS3 vehicle count: 233

Production Dates : APR 12, 2018 - JUL 02, 2018

VIN Range 1 : Begin : WUABWGFF4J1906873 **End :** WUABWGFF3J1908839 Not sequential

Description of Defect :

Description of the Defect : Latching pins for center rear seat head restraint may be missing.

FMVSS 1 : 202 - Head restraints

FMVSS 2 : NR

Description of the Safety Risk : In a crash the head restraint may become loose and cause injury to vehicle occupants.

Description of the Cause : After opening an additional production line at the Tier 3 supplier, a process error occurred for a limited time. This may have allowed headrests that were not manufactured properly (NOK parts) to be erroneously mixed with properly manufactured headrests (OK parts) during the quality monitoring check.

Identification of Any Warning NR
that can Occur :

Supplier Identification :**Component Manufacturer**

Name : Lear Corporation

Address : Körtefa u. 6.

Győr FOREIGN STATES 9027

Country : Hungary

Chronology :

June 29, 2018: Tier 1 supplier receives a voluntary disclosure from the Tier 3 supplier.

August 17, 2018: Audi Product Safety Committee is informed about the topic.

September 2018 - January 2019: Detailed investigation and testing regarding root cause, process improvements, impact and potentially affected parts/vehicles. Testing and statistical analysis shows that the defect is present in approximately one out of the affected 20,600 vehicles worldwide.

February 6, 2019: The Audi Product Safety Committee makes the determination of a defect and decides to conduct a safety recall.

Description of Remedy :

Description of Remedy Program : The center rear head restraint will be inspected. If the pins are missing, the head restraint will be replaced. This work will be performed for customers free of charge. Audi will not offer a reimbursement plan under this recall.

How Remedy Component Differs from Recalled Component : The remedy components were produced after the process error was eliminated and are 100% equipped with the pins.

Part number of recalled component: 8V0 885 975

Identify How/When Recall Condition was Corrected in Production : The Tier 3 supplier has adjusted processes in order to avoid similar issues in the future. In addition, the Tier 1 and the Tier 2 supplier have also implemented additional control checks to ensure the presence of the pins.

Recall Schedule :

Description of Recall Schedule : Dealers and owners: On or before April 12, 2019

Planned Dealer Notification Date : APR 12, 2019 - APR 12, 2019

Planned Owner Notification Date : APR 12, 2019 - APR 12, 2019

* NR - Not Reported