

# Part 573 Safety Recall Report

## 21V-812

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Submission Date :** OCT 15, 2021

**NHTSA Recall No. :** 21V-812

**Manufacturer Recall No. :** 40R7



### 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 :** 30

**Estimated percentage with defect :** 3 %

### Vehicle Information :

**Vehicle 1 :** 2021-2021 Volkswagen ATLAS CROSS SPORT

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Vehicles included in this recall may have been built with potentially incorrectly tightened bolts that secure the front wheel bearings. Vehicles not included in this recall have the bolts that secure the front wheel bearing correctly tightened.  
ATLAS CROSS SPORT count: 12

**Production Dates :** NOV 25, 2020 - NOV 30, 2020

**VIN Range 1 : Begin :** 1V2GC2CA8MC208779 **End :** 1V2DC2CA3MC208790 ☒ Not sequential

**Vehicle 2 :** 2021-2021 Volkswagen Passat

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Vehicles included in this recall may have been built with potentially incorrectly tightened bolts that secure the front wheel bearings. Vehicles not included in this recall have the bolts that secure the front wheel bearing correctly tightened.  
PASSAT count: 3

**Production Dates :** NOV 25, 2020 - NOV 30, 2020

**VIN Range 1 : Begin :** 1VWSA7A30MC002985 **End :** 1VWSA7A34MC002987 ☒ Not sequential

Vehicle 3 : 2021-2021 Volkswagen ATLAS

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Vehicles included in this recall may have been built with potentially incorrectly tightened bolts that secure the front wheel bearings. Vehicles not included in this recall have the bolts that secure the front wheel bearing correctly tightened.  
ATLAS count: 15

**Production Dates :** NOV 25, 2020 - DEC 01, 2020

**VIN Range 1 : Begin :** 1V2SR2CA3MC552254 **End :** 1V2FR2CA5MC552273 ☒ Not sequential

### Description of Defect :

**Description of the Defect :** On a small population of vehicles, the front wheel bearing bolts may have been incorrectly tightened by the supplier.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If this condition is present in the vehicle, the bolts may loosen over time and adversely affect the driver's control over the vehicle, potentially causing a crash.

**Description of the Cause :** At the supplier's assembly line, a different (back-up) tool was used to tighten the bolts due to a failure of the main tool. This back-up tool did not record the torque data and would not provide an alert if a bolt had been incorrectly torqued.

**Identification of Any Warning that can Occur :** If the front wheel bearing bolts have loosened, occupants may notice unusual noise coming from the front of the vehicle.

### Involved Components :

**Component Name 1 :** Front wheel bearing

**Component Description :** Bolts that secure the front wheel bearing

**Component Part Number :** WHT.004.835 (Atlas / Atlas Cross Sport), WHT.000.237.C (Passat)

### Supplier Identification :

#### Component Manufacturer

**Name :** Thyssenkrupp Automotive Systems

Address : 8005 Volkswagen Drive  
Suite 101 Chattanooga Tennessee 37416  
Country : United States

## Chronology :

April 23, 2021: Field Complaint received by VWGoA. Part requested for analysis.  
May 10, 2021: Part Received at importer for initial analysis, initial analysis started.  
June 27, 2021: Initial Analysis completed, no outside influence found and investigation initiated.  
July 2021 - August 2021: Investigation conducted together with supplier. Identification of potentially affected vehicles and assessment of potential consequence conducted.  
September 30, 2021: Topic was presented to Volkswagen Pre-Product Safety Committee.  
October 08, 2021: Topic was presented to Volkswagen Product Safety Committee. Only one field claim known (noise concern only). A loose bolt will be probably identified by a noise concern and will most likely occur with low mileage. Most of the vehicles in the potentially affected population have meanwhile achieved in excess of 7,000 miles and no further complaints have been received. Out of abundance of caution, a recall was decided.

## Description of Remedy :

Description of Remedy Program :	At no cost to customers, the bolt torque for the front wheel bearings will be inspected and, if torque is found to be incorrect, the affected bolt(s) will be replaced. Because the affected vehicles are within the New Vehicle Limited Warranty period, Volkswagen will not offer a reimbursement plan under this recall.
How Remedy Component Differs from Recalled Component :	The remedy component is the same part as the recalled part. The remedy part (s) (Bolt(s) that secure the front wheel bearing) with part numbers WHT.004.835 (Atlas / Atlas Cross Sport), WHT.000.237.C (Passat) will be tightened correctly.
Identify How/When Recall Condition was Corrected in Production :	11/24/2020: Supplier issue that happened only for 2 hours in assembly at one day. The back-up tool was taken offline and the primary tool was returned to operation.

## Recall Schedule :

Description of Recall Schedule :	Dealers/Owners: On or before December 14, 2021
Planned Dealer Notification Date :	DEC 24, 2021 - DEC 24, 2021
Planned Owner Notification Date :	DEC 24, 2021 - DEC 24, 2021

\* NR - Not Reported