

Part 573 Safety Recall Report

21V-947

Manufacturer Name : Volkswagen Group of America, Inc.

Submission Date : DEC 08, 2021

NHTSA Recall No. : 21V-947

Manufacturer Recall No. : 90S9



Manufacturer Information :

Population :

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 288,991

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2021-2022 Audi SQ5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : All Audi Q5 and Q5 Sportback vehicles are affected from start of production until November 12, 2021 when the protective cover was introduced in production.
SQ5 SPORTBACK count: 824

Production Dates : FEB 20, 2021 - DEC 02, 2021

VIN Range 1 : Begin : WA134BFY2M2059436 **End :** WA114AFY9N2037548 Not sequential

Vehicle 2 : 2018-2022 Audi SQ5

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : All Audi Q5 and Q5 Sportback vehicles are affected from start of production until November 12, 2021 when the protective cover was introduced in production.

SQ5 count: 36196

Production Dates : JAN 12, 2017 - DEC 02, 2021

VIN Range 1 : Begin : WA1B4AFY7M2001201 **End :** WA1B4AFY9N2037537 Not sequential

Vehicle 3 : 2021-2022 Audi Q5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : All Audi Q5 and Q5 Sportback vehicles are affected from start of production until November 12, 2021 when the protective cover was introduced in production.

Q5 SPORTBACK count: 3710

Production Dates : FEB 20, 2021 - DEC 01, 2021

VIN Range 1 : Begin : WA15AAFY1M2059424 End : WA16AAFY7N2032900 Not sequential

Vehicle 4 : 2018-2022 Audi Q5

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : All Audi Q5 and Q5 Sportback vehicles are affected from start of production until November 12, 2021 when the protective cover was introduced in production.

Q5 count: 248261

Production Dates : NOV 09, 2016 - DEC 03, 2021

VIN Range 1 : Begin : WA1BNAFYXJ2000309 End : WA1GAAFY9N2035429 Not sequential

Description of Defect :

Description of the Defect : If liquid reaches and enters the gateway control module, mostly due to a liquid spill on the rear seats, it is being switched off as part of the safety concept. In very rare cases (such as when driving through heavy rain or deep water) there may also be water ingress through an insufficient underbody seam. Water/ liquid ingress into the gateway control module may lead to various internal errors due to short circuits within the control unit. The gateway control module has a safety concept in case implausible signals are detected in the control unit. If such implausible signals are detected, the gateway switches off its function in order to avoid unwanted vehicle reactions. The vehicle remains steerable and the brake system is fully operable. The engine goes into emergency mode and remains in operation with reduced power.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If liquid reaches and enters the gateway control module, it is being switched off as part of the safety concept. The vehicle remains steerable and the brake system is fully operable. The engine goes into emergency mode and remains in operation with reduced power. Unexpected reduced engine power may create an increased risk of an accident in certain driving situations.

Description of the Cause : The vast majority of cases known to have occurred were due to a liquid spill on

the rear seats of the vehicle. In a very small amount of cases, water entered the vehicle from underneath when driving through heavy rain and/or deep puddles due to an insufficient underbody seam.

Identification of Any Warning that can Occur : Several warning messages will appear if the gateway control module shuts down. The error messages occur due to the interrupted communication between several systems. Even though several systems are displaying a malfunction, not all of these systems are impacted.

Involved Components :

Component Name 1 : Protective cover

Component Description : Protective cover for gateway control module

Component Part Number : 80A 907 577 C

Supplier Identification :

Component Manufacturer

Name : AUDI AG

Address : NR

Ingolstadt Foreign States 85045

Country : Germany

Chronology :

Chronology provided under separate cover due to space limitations in NHTSA portal.

Description of Remedy :

Description of Remedy Program : At no cost to customers, Audi dealers will install a protective cover for the gateway control module which will protect the part from liquid ingress. In addition, on vehicles produced until end of August 2021, the dealer will also seal the insufficient underbody seam. Audi will not offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : No parts are being replaced. The dealer will install a protective cover for the gateway control module and apply a sealant to seal the underbody and prevent water ingress from underneath.

Identify How/When Recall Condition was Corrected in Production : Underbody seam: The robot applying the sealant bead was reprogrammed on August 28, 2021 in the factory in Mexico.
Protective cover: Starting on November 12, 2021 all vehicles produced have been equipped with the protective cover for the gateway control module.

Recall Schedule :

Description of Recall Schedule : Dealers/owners: On or before 02/24/2022
Planned Dealer Notification Date : FEB 24, 2022 - FEB 24, 2022
Planned Owner Notification Date : FEB 24, 2022 - FEB 24, 2022

* NR - Not Reported