

Part 573 Safety Recall Report**16V-138****Manufacturer Name :** Volkswagen Group of America, Inc.**Submission Date :** MAR 04, 2016**NHTSA Recall No. :** 16V-138**Manufacturer Recall No. :** 93B4**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 : 5,561

Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2015-2016 Volkswagen e-Golf

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : High-Voltage Battery Management System Software
e-Golf: 5,561

Production Dates : MAY 21, 2014 - MAR 01, 2016

VIN (Vehicle Identification Number) Range

Begin : WVVPP7AU4FW900085

End : WVKP7AU4GW910059

 Not sequential VINs**Description of Defect :**

Description of the Defect : Under certain conditions, oversensitive diagnostics in the high-voltage battery management system may inadvertently classify a brief internal electrical current surge/peak as a critical battery condition. This can cause an emergency shutdown of the high-voltage battery, which in turn deactivates the vehicle's electrical drive motor. Unexpected shutdown of the vehicle's electrical drive motor ("stalling") can lead to a crash.

Other vehicle systems like power steering, brakes, lights and airbags remain unaffected as they are powered by the 12V low voltage system.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Unexpected shutdown of the vehicle's electrical drive motor ("stalling") can lead to a crash.

Description of the Cause : Oversensitive battery diagnosis may inadvertently classify a short internal electrical current surge or peak as critical battery condition and trigger a high voltage battery emergency shutdown.

Identification of Any Warning that can Occur : High voltage system warning occurs when system is shut down.

Supplier Identification :**Component Manufacturer**

Name : Volkswagen AG

Address : Berliner Ring 2

Wolfsburg FOREIGN STATES 38436

Country : Germany

Chronology :

In early 2015, Volkswagen received first information about single stalling events from the US market. Analysis was initiated, but failures could not be reproduced.

In June 2015, a stalling event occurred in an internal test vehicle which was equipped with measurement equipment. Analysis was re-initiated.

In the fall of 2015, development created test environments to reproduce the recorded event and to develop countermeasures.

During December 2015 and January 2016, Volkswagen started to receive additional complaints about stalling events from the US market.

On February 26, 2016, the matter was brought to Volkswagen's product safety committee and a determination of defect was made.

Description of Remedy :

Description of Remedy Program : Battery management software update. Vehicles are all covered under New Vehicle Limited Warranty. Reimbursement requests will be handled on individual basis.

How Remedy Component Differs from Recalled Component : Battery management software will be updated to contain a less sensitive diagnostic routine, which is robust against minor current peaks/surges and does not lead to inadvertent emergency shutdown of the high voltage battery.

Identify How/When Recall Condition was Corrected in Production : Software update was implemented in production on February 26, 2016.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : MAR 07, 2016 - MAR 07, 2016

Planned Owner Notification Date : MAR 15, 2016 - MAR 15, 2016

* NR - Not Reported