



# Compliance Recall – USA ONLY

## Code: 69V2

<b>Subject</b>	Driver Airbag
<b>Release Date</b>	May 30, 2018
<b>Affected Vehicles</b>	<b>U.S.A: Certain 2017-2018 MY Volkswagen Tiguan Limited</b> <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li></ul>
<b>Problem Description</b>	Affected vehicles were built with a driver airbag/steering wheel combination that was not released for the United States market. In the event of a crash with airbag deployment, the airbag may not perform as required by regulations, which may increase the risk of injury.  Volkswagen has also learned that the non-compliant driver airbag installed in affected vehicles contains an inflator that was manufactured by Takata and contains non-desiccated ammonium nitrate.  The NHTSA has stated " <i>The propellant in the inflators breaks-down after long-term exposure to high temperature fluctuations and humidity. This breakdown can cause the propellant to burn too quickly, creating too much pressure for the inflator, and in extreme cases the inflator explodes, shooting shrapnel toward vehicle occupants. Using this information, the agency prioritized the recall of air bag inflators based on the risk of injury or death to vehicle occupants.</i> "  The Takata airbag inflator in affected vehicles is not required to be recalled under the Takata Coordinated Remedy order until January 2019; however, Volkswagen is providing this additional information in advance of the required Takata recall filing in order to keep owners fully informed.
<b>Corrective Action</b>	To correct this noncompliance and, at the same time, also address the Takata airbag inflator, dealers will replace driver airbag and steering wheel.
<b>Parts Information</b>	Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to <a href="mailto:upperorderlimits@vw.com">upperorderlimits@vw.com</a> to have additional parts released.
<b>Code Visibility</b>	On or about May 30, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.  On or about May 30, 2018, this campaign code will show open on affected vehicles in Elsa.  On or about May 30, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a> .
<b>Owner Notification</b>	Owner notification will take place in May 2018. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  <b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b>  <b><u>New Vehicles in Dealer Inventory:</u> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply</b>

with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

**Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

*Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).*

**Claim Entry Instructions**

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.

<b>Service Number</b>	69V2												
<b>Damage Code</b>	0099												
<b>Parts Vendor Code</b>	WWO												
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90												
<b>Causal Indicator</b>	Mark driver airbag* as causal part												
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action												
<b>Criteria I.D.</b>	01												
	<p>Replace driver airbag and steering wheel.                      Labor operation: 6958 55 99 40 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>5K0880201AA81U</td> <td>Driver Airbag*</td> </tr> <tr> <td>1.00</td> <td>5K0419091BT81U</td> <td>Steering Wheel</td> </tr> <tr> <td>1.00</td> <td>N 90799102</td> <td>Steering Wheel Bolt</td> </tr> </tbody> </table> <p>-AND-                      Clear DTCs after airbag installation.                      Labor operation: 0150 00 99 Time stated on diagnostic protocol (max 20 TU)</p>	Quantity	Part Number	Description	1.00	5K0880201AA81U	Driver Airbag*	1.00	5K0419091BT81U	Steering Wheel	1.00	N 90799102	Steering Wheel Bolt
Quantity	Part Number	Description											
1.00	5K0880201AA81U	Driver Airbag*											
1.00	5K0419091BT81U	Steering Wheel											
1.00	N 90799102	Steering Wheel Bolt											

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2018 Volkswagen Group of America, Inc. All Rights Reserved.

## Customer Letter Example (USA)

NHTSA: 18V102

**Subject: Compliance Recall 69V2 – Driver Airbag  
Certain 2017-2018 Model Year Volkswagen Tiguan Limited**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2017-2018 model year Volkswagen Tiguan Limited vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 "Occupant Crash Protection." Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Affected vehicles were built with a driver airbag/steering wheel combination that was not released for the United States market. In the event of a crash with airbag deployment, the airbag may not perform as required by regulations, which may increase the risk of injury.

Volkswagen has also learned that the non-compliant driver airbag installed in your vehicle contains an inflator that was manufactured by Takata and contains non-desiccated ammonium nitrate.

The NHTSA has stated *"The propellant in the inflators breaks-down after long-term exposure to high temperature fluctuations and humidity. This breakdown can cause the propellant to burn too quickly, creating too much pressure for the inflator, and in extreme cases the inflator explodes, shooting shrapnel toward vehicle occupants. Using this information, the agency prioritized the recall of air bag inflators based on the risk of injury or death to vehicle occupants."*

The Takata airbag inflator in your vehicle is not required to be recalled under the Takata Coordinated Remedy order until January 2019; however, Volkswagen is providing this additional information to you in advance of the required Takata recall filing in order to keep you fully informed.

**What will we do?** To correct this noncompliance and to also address the Takata airbag inflator, your authorized Volkswagen dealer will replace the entire driver airbag and the steering wheel. This work will take about an hour to complete and will be performed for you FREE of charge.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection


**NOTE**

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	5K0880201AA 81U	Driver Airbag
	1	5K0419091BT 81U	Steering Wheel
	1	N 90799102	Steering Wheel Bolt

**Required Tools**



	<p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>
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## Repair Instruction

### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B**

## Section B – Repair Procedure

### **⚠ WARNING**

Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.

### **! NOTE**

- Damages resulting from improper repair or failure to follow these work instructions are the dealer’s responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.



- Prior to beginning repairs, verify the horn is operational.

### **! NOTE**

Diagnosis and repair of an inoperable horn, before or after airbag replacement, will not be covered under this campaign.

### **⚠ WARNING**

Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

### **! NOTE**

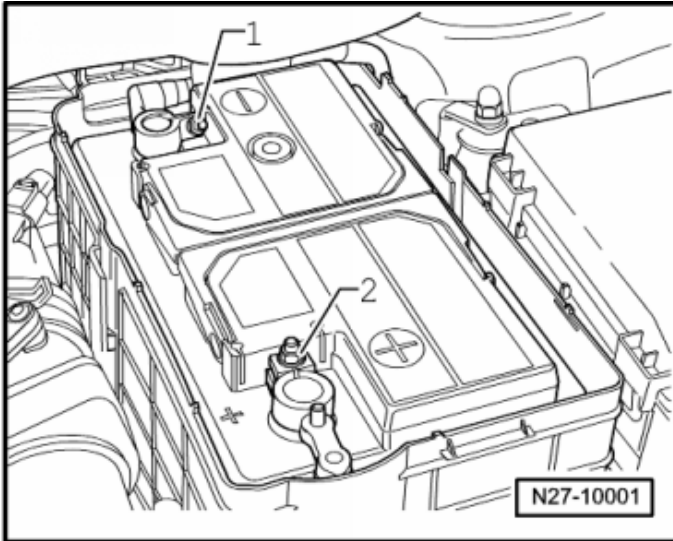
Before disconnecting the battery, it is recommended to record the customer’s radio presets so they can be restored before returning vehicle to the customer.



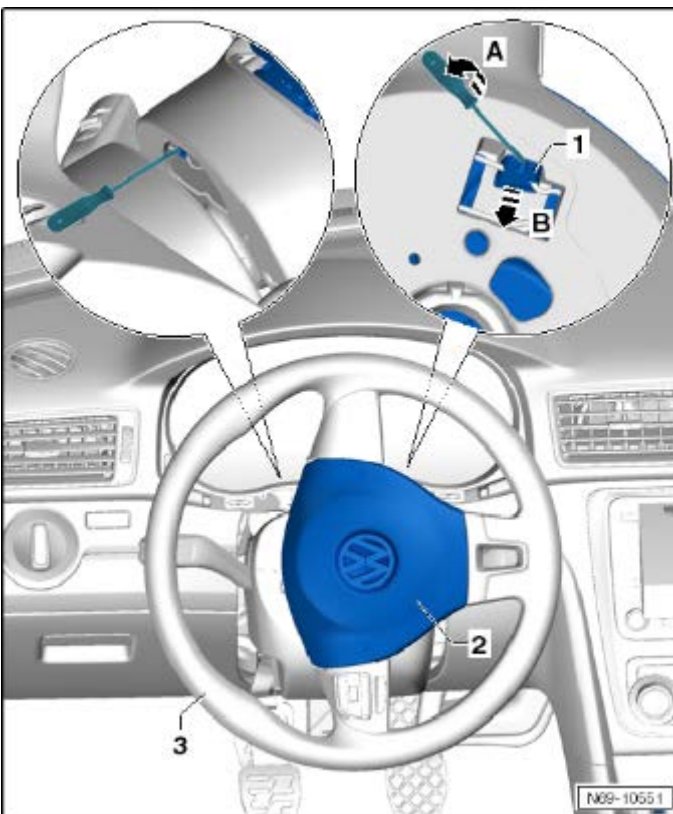
- Turn **ON** the ignition.
- Move the driver seat to the most rearward position.
- Fully recline driver seat.

**⚠ CAUTION**

Reclining the driver seat before disconnecting the battery allows for additional safety in the event Terminal 15 power is not restored when reconnecting the battery at the end of the repair.



- Loosen the nut <1>.
- Remove and isolate the battery ground cable terminal from the battery terminal.

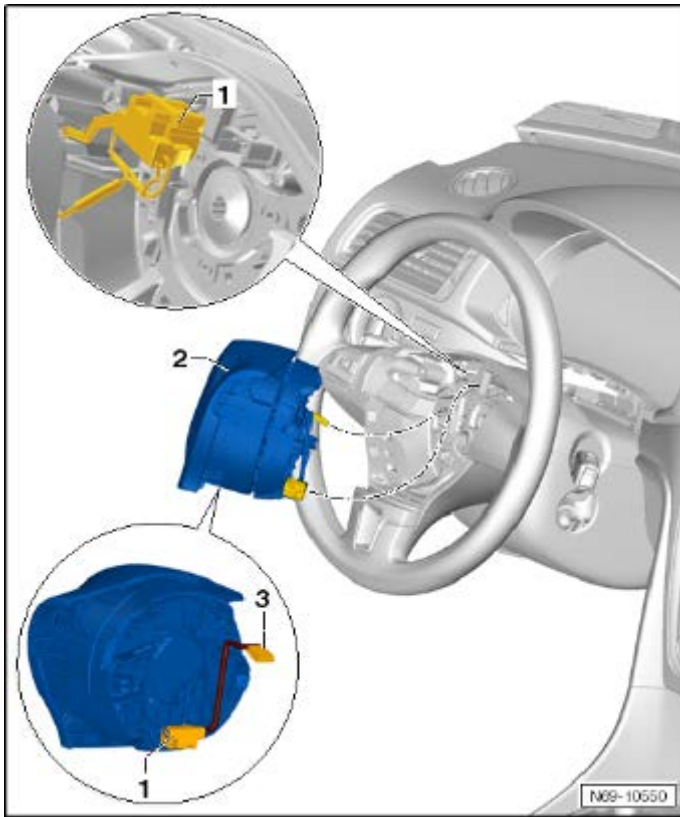


- Lower the steering wheel <3> as far as possible.
- Adjust steering wheel depth (reach) so it is in the fully extended position.
- Turn the steering wheel <3> to the position illustrated.
- Insert a screwdriver all the way into the hole on the back of the steering wheel (approximately 8 mm).
- Turn the screwdriver toward the driver door <arrow A>. This will unlock the airbag unit locking mechanism <1> in direction of <arrow B>, on the right side of the steering wheel.
- Turn the steering wheel 180° and repeat the procedure on the opposite side.

**! NOTE**

The screwdriver previously mentioned should be about 175 mm long and have a blade width of 7 mm.





**⚠ WARNING**

Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. This can be done by touching the door striker, for example.

- Turn the steering wheel back to its center position.
- Remove the airbag unit <2> from the steering wheel.
- Release the connector lock on the airbag connector <1> and remove it.

**⚠ WARNING**

Set the airbag down so the logo on the impact cushion faces upward.



- Remove bolt <arrow>.
- Carefully remove steering wheel.

**⚠ CAUTION**

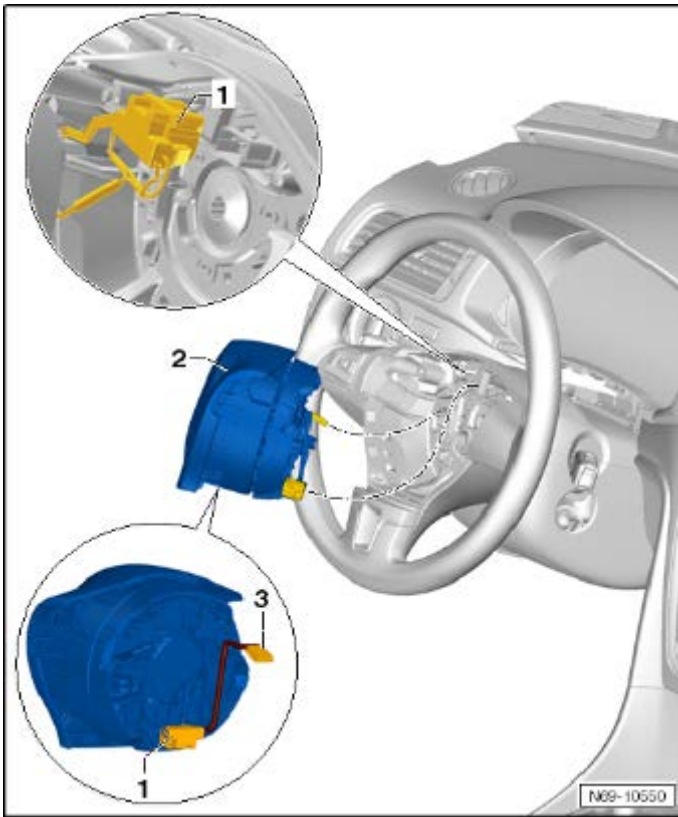
Make sure the clock spring is not rotated with the steering wheel removed. Doing so will cause damage to the clock spring. Damage to the clock spring will not be covered under this action.

- Install new steering wheel.
  - Line up the mark on the steering column shaft with the mark on the steering wheel (see inset).
  - Install new bolt <arrow> and torque to 30 Nm + 90°.

Part Number	Part Description
5K0419091BT 81U	Steering Wheel
N 90799102	Steering Wheel Bolt

**i TIP**

Nothing needs to be transferred to the new steering wheel.



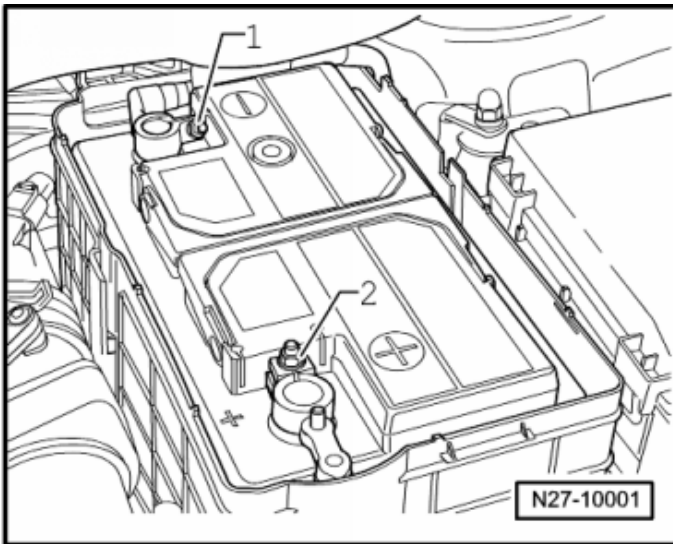
**⚠ WARNING**

- The battery must be disconnected before installing the new airbag into the vehicle.
- Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. This can be done by touching the door striker, for example.
- Connect the connector <1> until it audibly engages.
- Press the connector lock on the connector <1>.
- Insert the airbag unit <2> into the steering wheel but do not press on it.

Part Number	Part Description
5K0880201AA 81U	Driver Airbag



- Press on the edges of the airbag unit <1> with both hands until it locks into place.
- Gently pull on the airbag unit to make sure the airbag unit is secured correctly at all attachment points in the steering wheel.



**⚠ WARNING**

Ignition must be **ON** when connecting battery. If pyrotechnic components (e.g. airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. There must not be anyone inside the vehicle when connecting the battery.

- Connect the battery ground cable terminal by hand to the battery negative terminal.
- Torque the nut <1> to 6 Nm.

**! NOTE**

After connecting the battery and switching on the ignition, the ASR/ESP Control Lamp -K155- and Electromechanical Power Steering Indicator Lamp light up continuously. The indicator lamps switch off automatically after driving straight ahead at 10 to 15 mph. This activates Steering Angle Sensor -G85-.

- Cycle the ignition off and back on.
- Bring driver seat to an upright position.
- Store previously recorded radio presets (if necessary).
- Set clock to local time.
- Activate the power window regulator one-touch up/down function.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.
- After completing repairs, verify the horn is operational.

**! NOTE**

Diagnosis and repair of an inoperable horn, before or after airbag replacement, will not be covered under this campaign.

**Proceed to Section C.**

## Section C – Campaign Completion Label

### Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

 **TIP**

Ensure Campaign Completion Label does not cover any existing label(s).

**Proceed to Section D.**

## Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP).

## Appendix A – Warning and Safety Precautions

### WARNING

#### General Safety Precautions when Working with Pyrotechnic Components:

- Pyrotechnic components always contain propellant that generates a gas during combustion. In some components, there is also a supply of pressurized gas to ensure this gas is generated
- This pressurized gas is stored under high pressure in a compressed gas container. Pyrotechnic components are triggered by electrical/mechanical igniters.
- Only trained personnel should perform testing, assembly and servicing work. Airbags do not have a replacement interval.
- Never check with test lamps, voltmeter or ohmmeters.
- Only check pyrotechnic components when they are installed in the vehicle using vehicle diagnosis, testing and information systems approved by the manufacturer.
- When working on pyrotechnic components and the airbag control module, disconnect the battery ground strap while the ignition is switched on. Then cover the negative terminal.
- Wait 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED ON when connecting the battery. There should not be anyone inside the vehicle when doing this.
- Exception: vehicles with batteries in the passenger compartment. In this case, stay outside the range of the airbags and seat belts.
- Wash your hands after touching ignited pyrotechnic components from the restraint system.
- Do not open or repair pyrotechnic components. Use only new components to reduce the risk of injury.
- Do not install pyrotechnic components that have fallen onto a hard surface or show signs of damage.
- Discharge static electricity before handling pyrotechnic components, for example before disconnecting the electrical connector. This can be done by touching grounded metal objects such as the door striker pin.
- Install pyrotechnic components immediately after removing them from their transport packaging. If you must stop working, store the pyrotechnic component in its original transport packaging.
- Do not leave pyrotechnic components lying in the open unattended.
- Do not treat pyrotechnic components with grease, cleaning solutions or similar products.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.
- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of unintentional deployment:
  - Single-stage inflators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
  - Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.