



# Safety Recall

## Code: 69Z5

**Subject**  
**Release Date**  
**Affected Vehicles**

**Airbag Control Module**

November 14, 2019

Country	Model Year(s)	Vehicle
USA	2015-2016	TIGUAN
USA	2015-2016	CC
CAN	2015-2016	TIGUAN
CAN	2015-2016	CC

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 only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ 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.

**Problem Description**

A faulty capacitor in the airbag control module can cause the airbags in the vehicle to deactivate, or, in rare cases, lead to an unexpected deployment of the airbags and/or safety belt pretensioners, resulting in an increased risk of injury in a crash. An inadvertent airbag deployment may increase the risk of an injury due to the deployment or increase the risk of a crash without warning. A deactivated airbag in case of a crash may increase the risk of an injury in a crash where an airbag deployment would have been necessary.

**Corrective Action**

**Recall repair:** The affected vehicles will be flashed with a new software that is able to detect an increase of the Equivalent Series Resistance (ESR). In cases where the new software detects an increased ESR, the airbag control module will be replaced.

**Post-Recall Repair Warranty Extension – Airbag Control Module:**

- After the new software is installed, the system may detect an internal fault that will require replacement of the airbag control module. Because of this, Volkswagen is also providing extended warranty coverage for the airbag control module if a certain, specific fault code related to the faulty capacitor this recall addresses is present at the time of diagnosis. **This warranty extension coverage is for 10 years/unlimited mileage from the vehicle's original in-service date.**
- Should the faulty capacitor issue be present and the vehicle is within the time limit of the extended warranty, an authorized Volkswagen dealer will replace the airbag control module at no cost to the owner.
- Other conditions (unrelated to the 69Z5 recall issue) may cause the airbag system warning light in a vehicle to illuminate. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.
- U.S dealers: See Warranty bulletin **VWP 19-07** for further information.
- Canada dealers: See Warranty bulletin **CVWP-19-10** for further information.

**Precautions**

If the airbag warning light comes on, it indicates an airbag system problem and owners are advised to contact a Volkswagen dealer to have the vehicle inspected/serviced without delay.

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. ©2019 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

**Parts Information**

<b>Parts Control Type:</b> <b>VIN to Order</b>	Due to the small number of affected vehicles there will not be a parts allocation.  If parts are needed to support a vehicle repair: <ul style="list-style-type: none"><li>• US Dealers - use AVA</li><li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (<a href="mailto:VWoAPartsSpecialists@vw.com">VWoAPartsSpecialists@vw.com</a>), or chat/text with the VIN to order</li></ul>
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**Code Visibility**

On November 14, 2019, the recall code was applied to affected vehicles.

**Owner Notification**

Owner notification will take place in November 2019. Owner letter examples are included in this bulletin for your reference.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**New Vehicles in Dealer Inventory: 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 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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	69Z5
<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 labor as causal
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action  <b>U.S.A.:</b> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.  <b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.
<b>Criteria I.D.</b>	01
	Connect battery charger Labor operation: 2706 89 50 10 T.U. -AND- Perform airbag control module SVM operation. Labor operation: 6953 25 99 Time stated on diagnostic protocol (up to 40 TU)

	<b>AND - ONLY</b> if airbag control module requires replacement:						
	Replace airbag control module Labor operation: 6953 55 99 60 T.U.						
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>SEE ETKA</td> <td>Airbag control module</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	SEE ETKA	Airbag control module
Quantity	Part Number	Description					
1.00	SEE ETKA	Airbag control module					
	-AND- Code new airbag control module Labor operation: 6953 26 99 Time stated on diagnostic protocol (up to 50 TU)						

## Customer Letter Example (USA)

NHTSA: 19V535

**Subject: Safety Recall 69Z5 – Airbag Control Module  
Certain 2015-2016 Model Year Volkswagen Tiguan & CC Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2015-2016 model year Volkswagen Tiguan and CC vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	A faulty capacitor in the airbag control module can cause the airbags in the vehicle to deactivate, or lead to an unexpected deployment of the airbags and/or safety belt pretensioners. An inadvertent airbag deployment may increase the risk of an injury due to the deployment or increase the risk of a crash without warning. A deactivated airbag in case of a crash may increase the risk of an injury in a crash where an airbag deployment would have been necessary.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will install new software that is able to detect an increase of the Equivalent Series Resistance (ESR). The software update will take less than one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
<b>Extended warranty coverage for airbag control module</b>	<p>After the new software is installed under this recall, the system may detect an internal fault that will require replacement of the airbag control module.</p> <p>Because of this, Volkswagen is also providing extended warranty coverage for the airbag control module if a certain, specific fault code related to the faulty capacitor this recall addresses is present at the time of diagnosis. <b>This warranty extension coverage is for 10 years/unlimited mileage from the vehicle's original in-service date.</b></p> <p>Should the faulty capacitor issue be present and your vehicle is within the time limit of the extended warranty, your authorized Volkswagen dealer will replace the airbag control module at no cost to you. Please be aware that other conditions (unrelated to the issue described in this letter) may cause the airbag system warning light in your vehicle to illuminate. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.</p>
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit <a href="http://www.vw.com/find-a-dealer">www.vw.com/find-a-dealer</a> .
<b>Precautions you should take</b>	If the airbag warning light comes on, it indicates an airbag system problem and owners are advised to contact a Volkswagen dealer to have the vehicle inspected/serviced without delay.
<b>Lease vehicles and address changes</b>	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.
<b>Reimbursement of Expenses</b>	If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
<b>Can we assist you further?</b>	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 <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling us at 800-893-5298.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit <a href="http://www.vw.com/owners/recalls">www.vw.com/owners/recalls</a> 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

## Customer Letter Example (CANADA)

Transport Canada Recall: 2019-352

**Subject: Safety Recall 69Z5 – Airbag Control Module  
Certain 2015-2016 Model Year Volkswagen Tiguan & CC Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	A faulty capacitor in the airbag control module can cause the airbags in the vehicle to deactivate, or, in rare cases, lead to an unexpected deployment of the airbags and/or safety belt pretensioners, resulting in an increased risk of injury in a crash. An inadvertent airbag deployment may increase the risk of an injury due to the deployment or increase the risk of a crash without warning. A deactivated airbag in case of a crash may increase the risk of an injury in a crash where an airbag deployment would have been necessary.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will install new software that is able to detect an increase of the Equivalent Series Resistance (ESR). The software update will take less than one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
<b>Extended warranty coverage for airbag control module</b>	<p>After the new software is installed under this recall, the system may detect an internal fault that will require replacement of the airbag control module.</p> <p>Because of this, Volkswagen is also providing extended warranty coverage for the airbag control module if a certain, specific fault code related to the faulty capacitor this recall addresses is present at the time of diagnosis. <b>This warranty extension coverage is for 10 years/unlimited mileage from the vehicle's original in-service date.</b></p> <p>Should the faulty capacitor issue be present and your vehicle is within the time limit of the extended warranty, your authorized Volkswagen dealer will replace the airbag control module at no cost to you. Please be aware that other conditions (unrelated to the issue described in this letter) may cause the airbag system warning light in your vehicle to illuminate. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.</p>
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.
<b>Precautions you should take</b>	If the airbag warning light comes on, it indicates an airbag system problem and owners are advised to contact a Volkswagen dealer to have the vehicle inspected/serviced without delay.
<b>Lease vehicles and address changes</b>	If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.
<b>Reimbursement of Expenses</b>	If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.
<b>Can we assist you further?</b>	If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at <a href="http://www.vw.ca">www.vw.ca</a> .

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**

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.

**Repair Overview**



- Update airbag control module software and replace module if necessary.

- Section A – Check for Previous Repair
- Section B – Airbag Control Module Software Update
- Section C – Airbag Control Module Replacement (if necessary)
- Section D – Campaign Completion Label
- Section E – Parts Return

## Required Tools



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(or equivalent)

## 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 ← <b>2</b>	Open ← <b>1</b>

**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 – Airbag Control Module Software Update

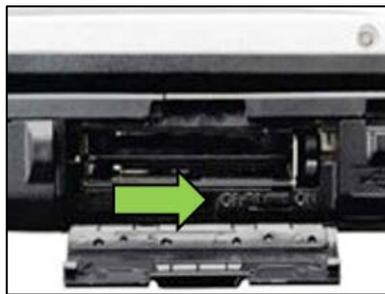
### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

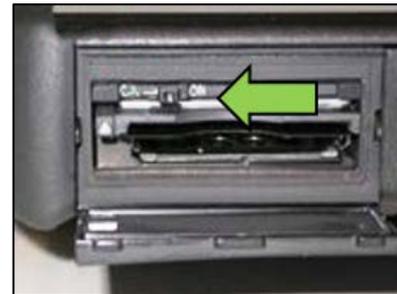
- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



**VAS 6150 & VAS 6150A**  
(Front panel behind handle)



**VAS 6150B**  
(Right side behind WIRELESS door)



**VAS 6150C/D**  
(Left side behind SC/EX door)

 **WARNING**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

 **TIP**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Open the battery cover.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.

 **NOTE**

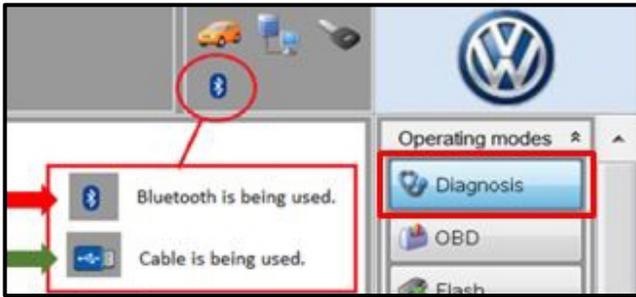
**Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

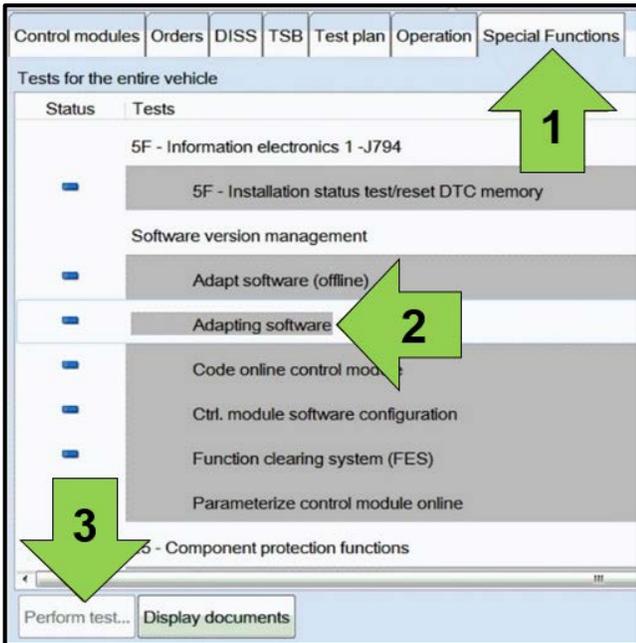
- Turn the hazards on.

 **CAUTION**

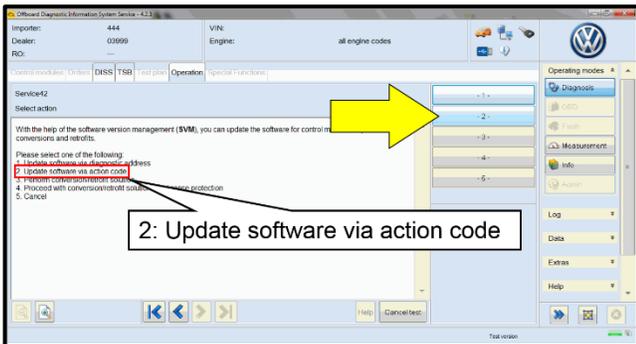
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



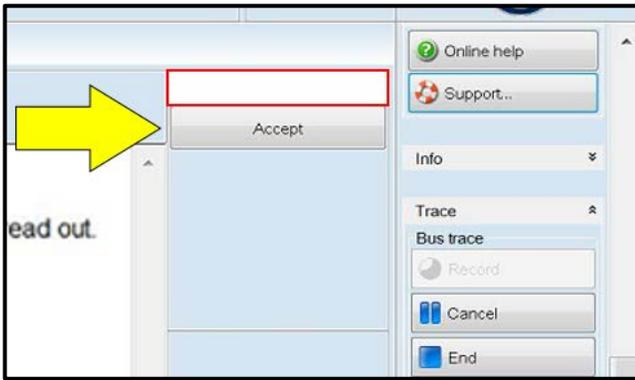
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
  - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- Upon ODIS startup, verify the “Diagnosis” operating mode is selected <as shown>.



- Once the GFF scan is complete, select “Special functions” <arrow 1>, then “Adapting software” <arrow 2>, then select “Perform test” <arrow 3>.



- Select option 2 to “Update software via action code”.



**NOTE**

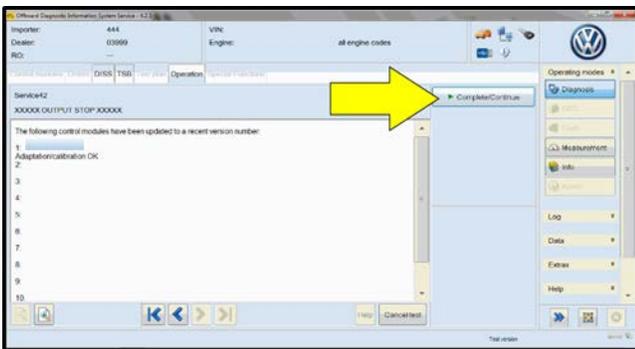
**Using Bluetooth for this action is PROHIBITED!**

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

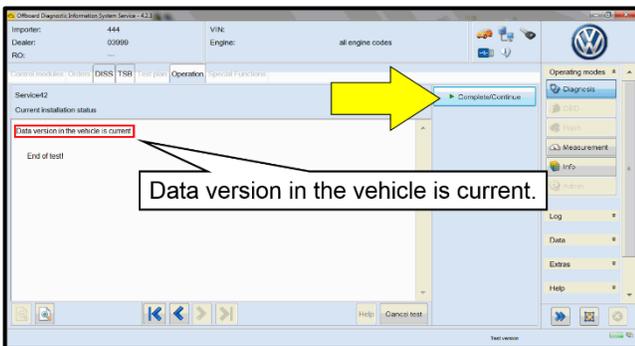
- Enter the corrective action code (SVM code) as listed below.

<b>SVM code</b>
<b>4385</b>

- Select "Accept" <arrow> and follow the on screen prompts.
- Select Complete/Continue <arrow> after each operation is completed.

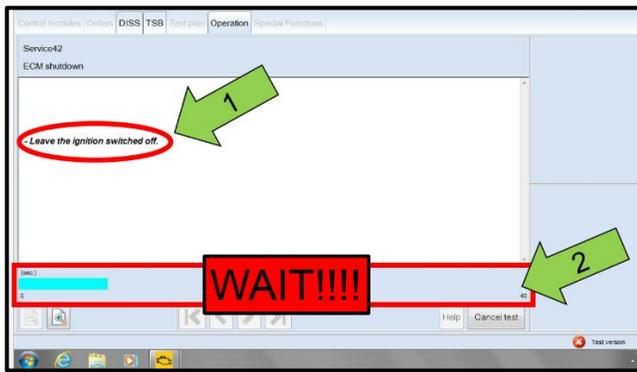


- When the SVM update is complete a confirmation message is displayed <as shown>.
- Select "Complete/Continue" <arrow>.



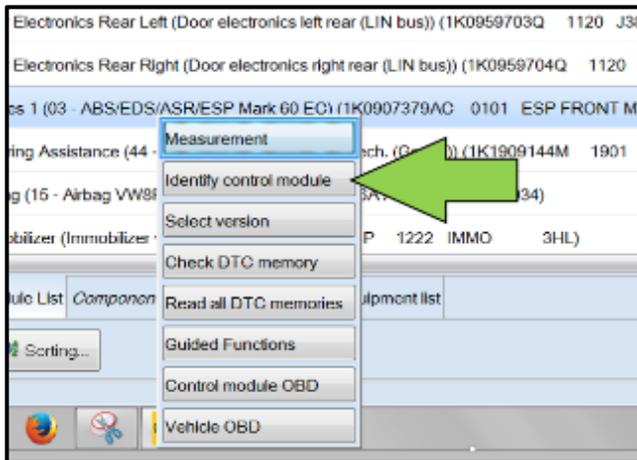
**TIP**

If the software in the vehicle is already current, a message may appear indicating this. If this occurs, complete the ODIS test plan and send the diagnostic protocol online.

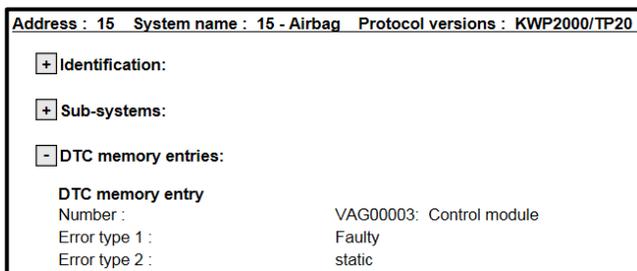


**NOTE**

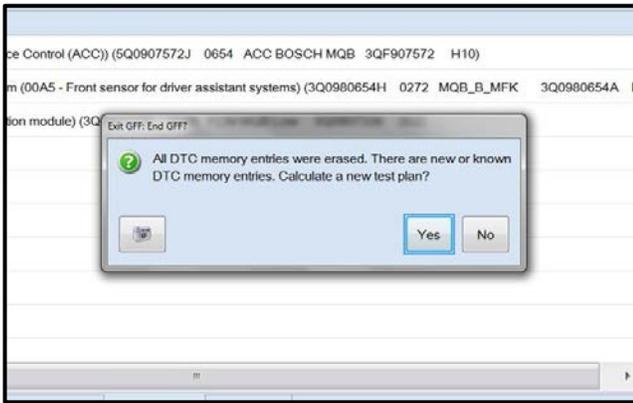
- It is **IMPERATIVE** that **ALL** of the ignition cycle on/off delay requests are fulfilled in their entirety during this flash process <arrow 1>.
- Failing to wait for the ignition on/off timing cycle to complete (progress bar and countdown timer <arrow 2>) before cycling the ignition on/off **MAY** damage a control module.
- Damage to control modules as a result of failing to wait the specified time displayed by the progress bar and countdown timer <arrow 2> are **NOT** covered under this action.



- After the software update is completed and before sending the GFF Log Online:
  - Select the “Control Module” tab.
  - Scroll down and right click on the module that was updated (0015).
  - Select “Identify Control Module” <arrow>.



- Perform an ignition cycle.
- If the airbag warning light in the cluster is permanently illuminated, check the airbag control module fault memory.
- If fault “VAG00003: control module faulty, static” is stored in the airbag control module:
  - The airbag control module must be replaced.
  - Proceed to Section C.



- Exit GFF and send diagnostic protocol online when prompted.

**NOTE**

Static communication faults may store in various control modules during the flash. These faults can only be cleared by following one of these steps:

- Drive the vehicle a short distance (around the parking lot, for example).
  - After selecting “Yes”, turn the ignition off for 30 seconds, turn it back on and repeat the GFF exit program.
  - Clear faults using OBD (an additional key cycle may also be required).
- Release the parking brake.
  - Disconnect the VAS tester.
  - Switch off and disconnect the battery charger.
  - Reinstall the battery cover.

**Proceed to Section D.**

## Section C – Airbag Control Module Replacement (if necessary)

### Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	SEE ETKA	Airbag Control Module

### WARNING

If a vehicle requires a new airbag control module, **DO NOT** return the vehicle to the customer while the part is on order. Customer safety is a top priority and it is expected that every effort will be made to provide a customer with a loaners/rentals at the time of repair in the event the airbag control module requires replacement.

- **U.S.A.:** Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.
- **Canada:** Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.

### IMPORTANT PARTS INFORMATION

- Airbag control modules will have to be RED ordered by VIN number. The order may take up to a week to receive.
- Replacement airbag control modules do not require a software update.

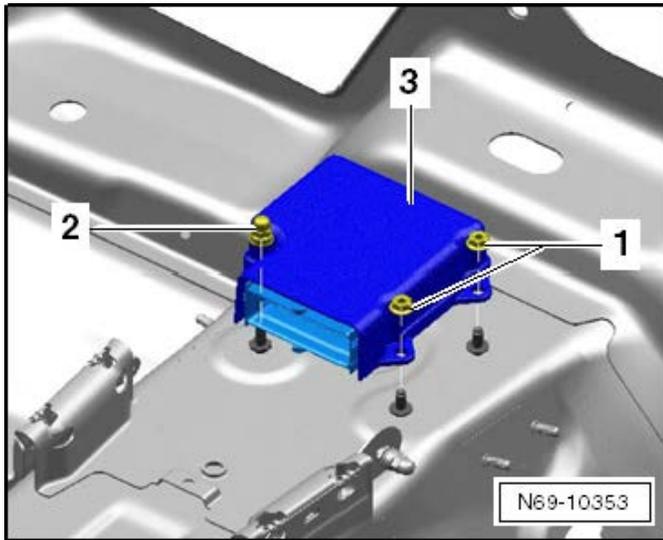
### WARNING

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

### WARNING

When working on pyrotechnic components and on the Airbag control module, the battery ground cable must be disconnected when the ignition is switched on.

- Disconnect the battery.
- **Tiguan** - Remove the footwell trim panel:
  - See ELSA Repair Manual: *Repair Manual > Body > Body Interior > 68 Interior Equipment > Storage Compartments, Covers and Trim > Footwell Trim, Removing and Installing*
- **CC** - Remove the center console side trim:
  - See ELSA Repair Manual: *Repair Manual > Body > Body Interior > 68 Interior Equipment > Center Console > Center Console Side Trim, Removing and Installing*



**⚠ WARNING**

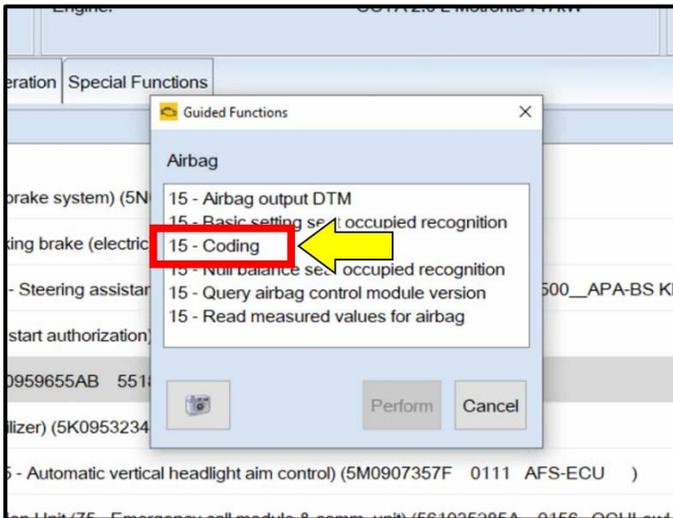
Before handling pyrotechnic components of the restraint system, for example, before disconnecting the electrical harness connector, the relevant person must discharge static electricity. Touching grounded metal parts, for example, touching the door striker, will discharge the static electricity.

- Disconnect the electrical connector.
- Remove nuts <1> and <2>.
- Remove airbag control module <3>.
- Install new airbag control module in reverse order of removal.
- Torque nuts to 9 Nm.
- Reinstall trim panels in the reverse order of removal.

**⚠ WARNING**

Connect the battery with the ignition SWITCHED ON. No one should be sitting inside the vehicle when doing this. Exception: vehicles with the battery inside the passenger compartment. In this case, stay away from the airbags and the safety belts.

- Reconnect battery.
- Connect diagnostic tester.
- Select Guided Functions for the Airbag Control Module – 0015.
- Select the “Coding” function <arrow> and follow the on-screen prompts.



**Proceed to Section D.**

## Section D – 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 E.**

## Section E - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

## 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.