

| TOPIC | TYPE | RECALL CODE | QUESTION | ANSWER | | | | | | | | | |
|---------------|---------------|-------------|--|--|---------|---------------|---------|-----|-----------|--------|-----|-----------|----|
| Safety Recall | | 69Z5 | What vehicles are included in Safety Recall 69Z5? | <table border="1" data-bbox="950 325 1295 516"> <thead> <tr> <th data-bbox="950 325 1013 438">Country</th> <th data-bbox="1013 325 1153 438">Model Year(s)</th> <th data-bbox="1153 325 1295 438">Vehicle</th> </tr> </thead> <tbody> <tr> <td data-bbox="950 438 1013 478">USA</td> <td data-bbox="1013 438 1153 478">2015-2016</td> <td data-bbox="1153 438 1295 478">TIGUAN</td> </tr> <tr> <td data-bbox="950 478 1013 516">USA</td> <td data-bbox="1013 478 1153 516">2015-2016</td> <td data-bbox="1153 478 1295 516">CC</td> </tr> </tbody> </table> | Country | Model Year(s) | Vehicle | USA | 2015-2016 | TIGUAN | USA | 2015-2016 | CC |
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| USA | 2015-2016 | CC | | | | | | | | | | | |
| | | | What is the safety concern for Safety Recall 69Z5? | <p>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.</p> | | | | | | | | | |
| | | | What is the repair for Safety Recall 69Z5? | <p>Your authorized Volkswagen dealer will install new software that is able to detect an increase of the Equivalent Series Resistance (ESR). This recall repair is available now. Please contact your local Volkswagen Dealership to schedule an appointment. If you are not familiar with one, please click here to locate a Volkswagen Dealer near you.</p> <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.</p> | | | | | | | | | |

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| | | | | This warranty extension coverage is for 10 years/unlimited mileage from the vehicle's original in-service date. |
| | | | When will the repair for Safety Recall 69Z5 be available? | Parts are available now and repairs have begun. Please contact your local Volkswagen Dealership to schedule an appointment. If you are not familiar with one, please click here to locate a Volkswagen Dealer near you. |
| | | | Are there any precautions I should take because my vehicle is part of Safety Recall 69Z5? | 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. |
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