



# Safety Recall

## Code: 69BH

**Subject** Front Seat Belts

**Release Date** April 13, 2021

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2018	TIGUAN	10,835
CAN	2018	2018	TIGUAN	1,678

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**

During two (2) NHTSA New Car Assessment Program (NCAP) tests, the seat belts on the front driver side of the Tiguan ruptured. A ruptured seat belt may increase the risk of injuries in the event of a vehicle crash.

**Corrective Action**

Replace one or both front seat belts.

**Code Visibility**

On or about December 01, 2020 the campaign code was applied to affected vehicles.

**Owner Notification**

Owner notification will take place in April 2021. 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 RECALL:**

**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.vwclub.com](http://www.vwclub.com).*

## Parts Information

**Parts Control Type:**  
**Upper Order Limit**

Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.

**Initial Allocation:**  
**NO**

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

**Repair Projection Tool:**  
**(right click to open)**



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	5NN-857-705 RAA	Seat Belt (left)	UOL
02	1	5NN-857-706-B RAA	Seat belt (right)	UOL
03	<i>Vehicles with criteria 03 receive a left and right seat belt as shown above</i>			

### NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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>	69BH		
<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 seat belt* as causal part		
<b>Vehicle Wash/Loaner</b>	<p>Do not claim wash/loaner under this action</p> <p><b>U.S.A.:</b> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.</p> <p><b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to the Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6911 55 99	130	Replace driver seat belt
	0150 00 50	Time stated on diagnostic protocol (up to 20 TU)	Clear repair related faults
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5NN857705 RAA	Seat Belt (driver)*

Continued on next page

<b>Criteria I.D.</b>	02		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6911 55 99	130	Replace passenger seat belt
	0150 00 50	Time stated on diagnostic protocol (up to 20 TU)	Clear repair related faults
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5NN857706B RAA	Seat Belt (passenger)*
<b>Criteria I.D.</b>	03		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6911 56 99	250	Replace driver and passenger seat belt
	0150 00 50	Time stated on diagnostic protocol (up to 20 TU)	Clear repair related faults
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5NN857705 RAA	Seat Belt (driver)*
	1.00	5NN857706B RAA	Seat Belt (passenger)

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. ©2021 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 20V724

**Subject: Safety Recall 69BH – Front Seat Belts**

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 2018 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** During two (2) NHTSA New Car Assessment Program (NCAP) tests, the seat belts on the front driver side of the Tiguan ruptured. A ruptured seat belt may increase the risk of injuries in the event of a vehicle crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will replace one or both of the front seat belts. This work will take up to four (4) hours 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.

**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

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2020-562

**Subject: Safety Recall 69BH – Front Seat Belts**

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>	During two (2) NHTSA New Car Assessment Program (NCAP) tests in the United States, the seat belts on the front driver side of the Tiguan ruptured. A ruptured seat belt may increase the risk of injuries in the event of a vehicle crash.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will replace one or both of the front seat belts. This work will take up to four (4) hours 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>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.
<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>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> .

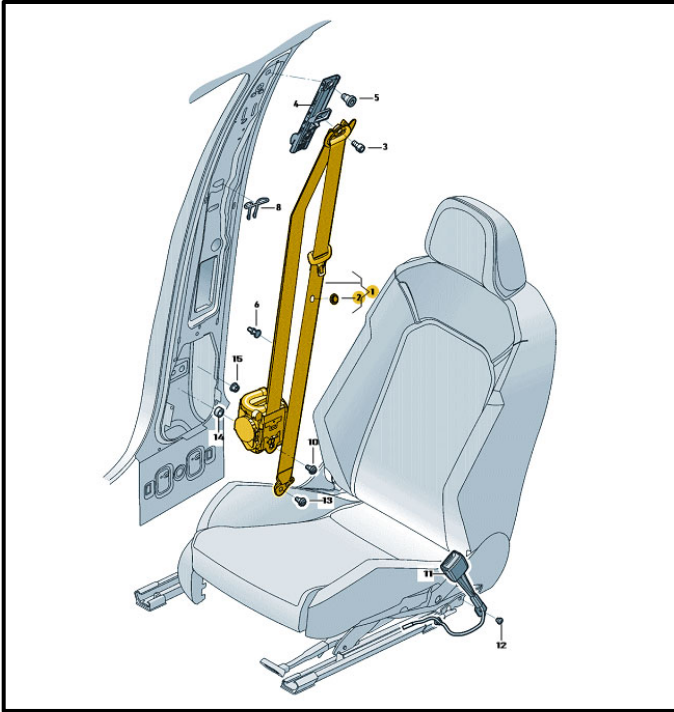
We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

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. ©2021 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Repair Overview



- Vehicles with Criteria 01 – replace left (driver) seat belt.
- Vehicles with Criteria 02 – replace right (passenger) seat belt.
- Vehicles with Criteria 03 – replaced left AND right seat belts.

### 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.

## Required Tools

 <p>Wedge Set -T10383- (or equivalent)</p>	 <p>Omega Clip Tool -T40280- (or equivalent)</p>
 <p>Airbag Lockout Adapter -VAS6282-</p>	 <p>Pry lever -80-200- (or equivalent)</p>



## 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**

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**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.

#### **CRITICAL REPAIR STEP**



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

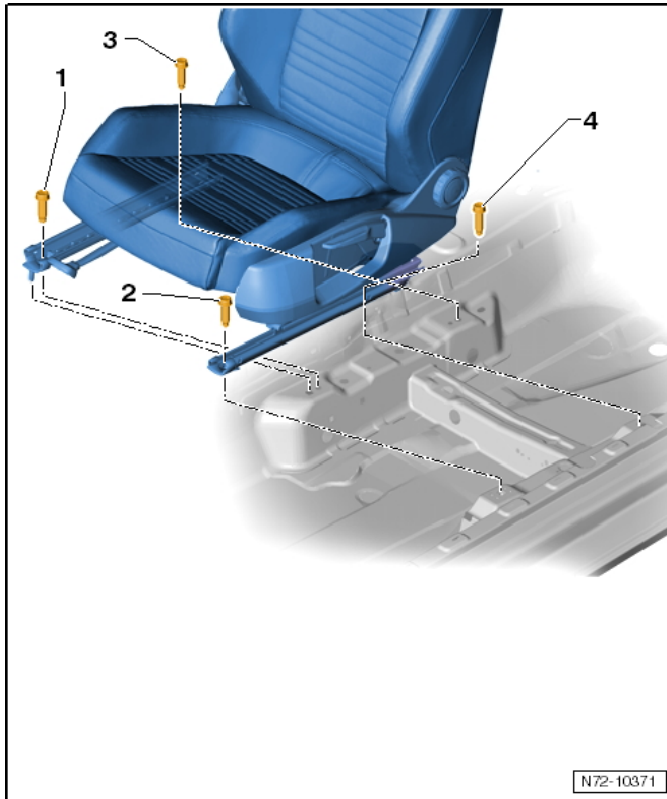
## Section B – Replacing Front Seat Belt

### WARNING

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

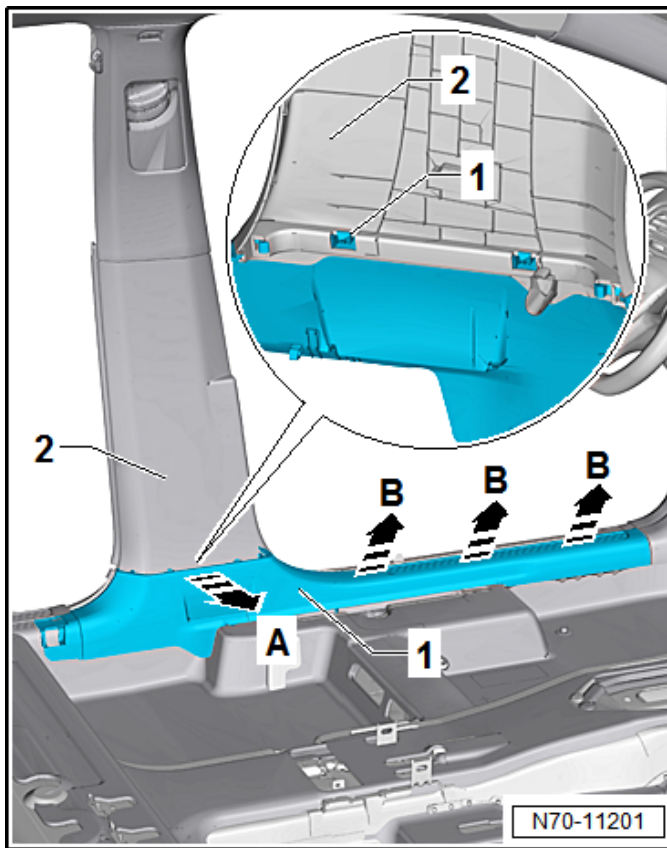
### NOTE

The following describes the removal and installation procedures on the left side (driver) of the vehicle. Removing and installing on the right side (passenger) is similar.



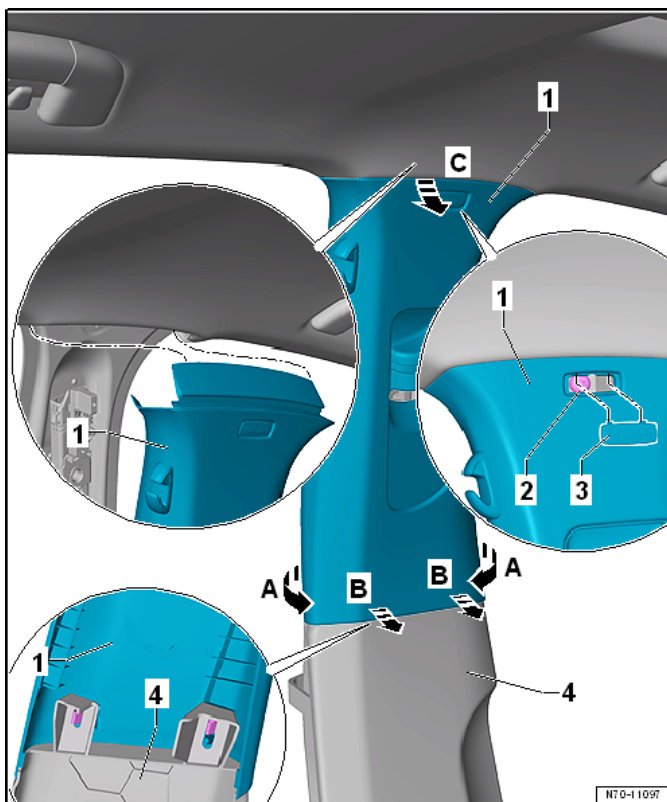
### Remove front seat:

- Position the seat as far forward as possible using the forward/back adjustment.
- Remove the bolts <3 and 4>.
- Position the seat as far back as possible using the forward/back adjustment.
- Remove the bolts <1 and 2>.
- Tilt the seat back.
- Open the cover in the carpet.
- Depending on the vehicle equipment level, release and remove the wiring harnesses from the seat at the connector station.
- Connect the -VAS6282- to the thorax airbag wiring harness on the seat.
- Remove the seat from the vehicle.



### Remove front sill panel:

- Detach the rear sill panel from the body in the transition area to the front sill panel.
- Release the front sill panel strip retaining tabs <1> from the lower B-pillar trim panel <2> using the -T10383- <arrow A>.
- Loosen the front sill panel <1> from the side sill and door seal molding using the -T10383- <B arrows>.
- Open the belt guide cover and guide the seat belt out.
- Guide the sill panel out of the vehicle.



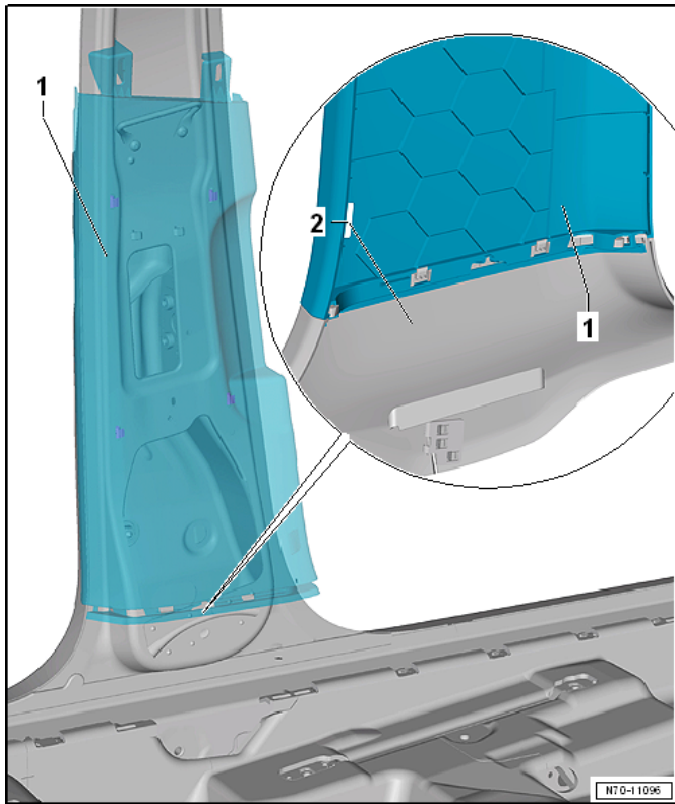
### Remove upper B-pillar trim panel:

- Move seat belt height adjuster to the lowest position.
- Starting at the bottom, disengage the B-pillar upper trim panel <1> at the door seal <arrow A> by placing the -T10383- on the front edge of the trim panel.
- Unclip the B-pillar upper trim panel <1> from the B-pillar lower trim panel <4> <B arrows> by placing the -T10383- on the lower edge of the trim panel.

### **CAUTION**

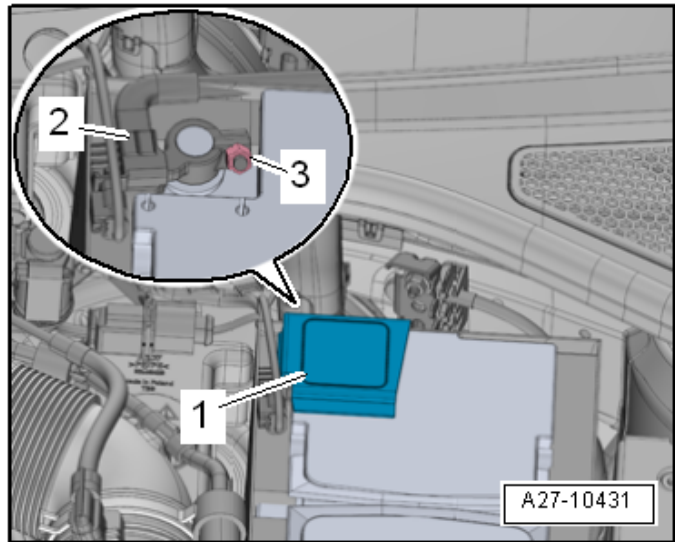
For the following procedure, make sure that the B-pillar upper trim panel does not pivot too far inward, which could cause damage to the headliner.

- Remove the B-pillar upper trim panel <1> from the mount on the body <arrow C> by pivoting the trim panel slightly inward and pulling it downward.
- Guide the seat belt webbing with belt tongue out through the slide for the seat belt height adjuster, and then remove the upper B-pillar trim panel.



### Remove lower B-pillar trim panel:

- Loosen the lower B-pillar trim panel <1> from the door seal molding.
- Loosen the lower B-pillar trim panel <1> near the clips from the body mounts using the Wedge Set -T10383-.

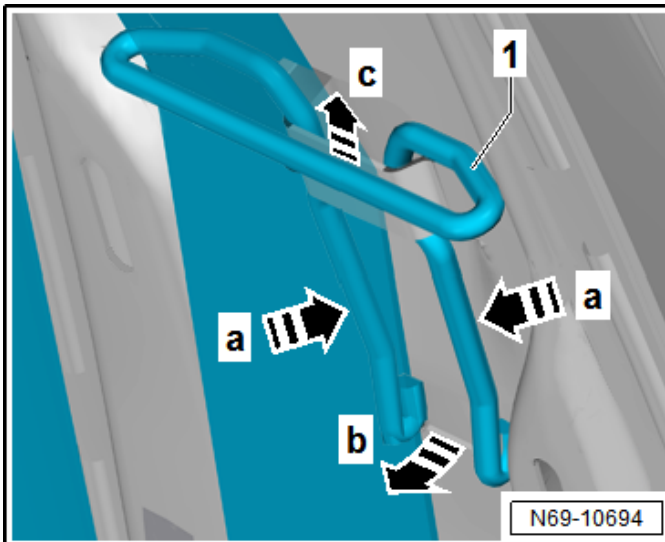


### Disconnect the 12V battery with the ignition switched ON:

#### **⚠ WARNING**

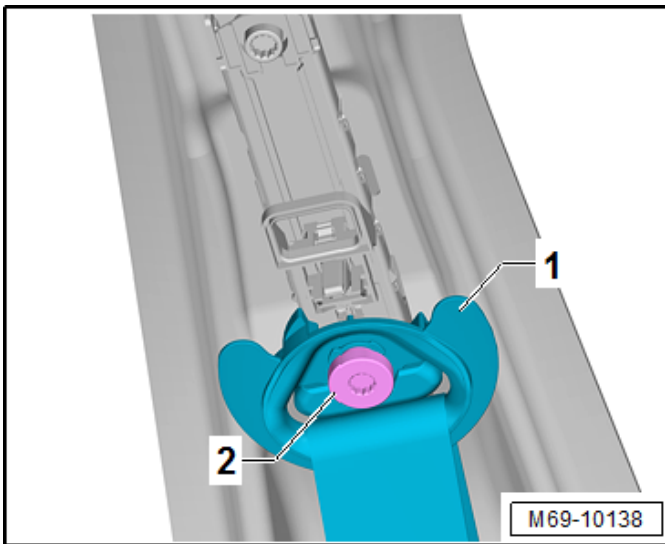
Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

- Turn **ON** the ignition.
- Access the battery.
- Loosen the nut <3>.
- Remove and isolate the battery ground cable <2> from the battery terminal.



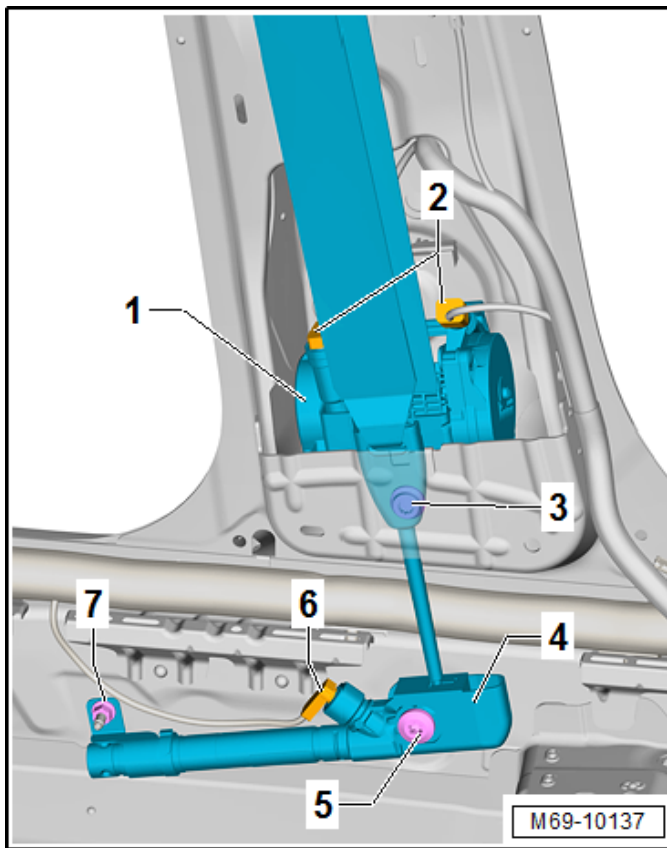
#### Remove front seat belt guide:

- Press the seat belt guide bracket <1> together in the direction of <a arrows>.
- At the same time, disengage the seat belt guide <1> downward from the body in the direction of <arrow b>.
- Remove the seat belt guide <1> upward with the bracket pushed together <arrow c>.
- Thread the seat belt webbing out and remove the seat belt guide <1>.



#### Remove seat belt:

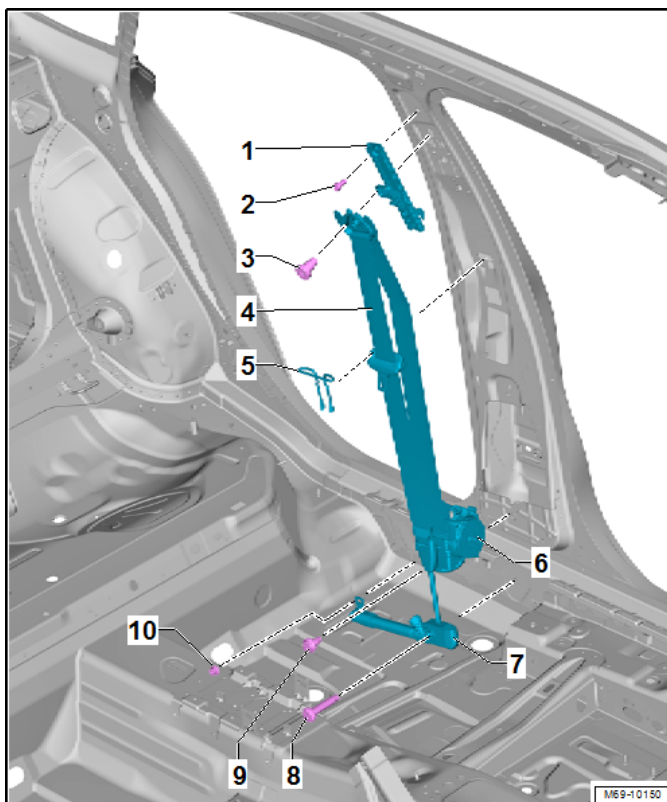
- Remove the bolt <2>.
- Remove the seat belt relay <1> with the seat belt webbing.



**⚠ 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.

- Disconnect the connector <6> by removing the connector lock.
- Remove the bolt <5> and nut <7>.
- Remove the belt end fitting <4> from the side sill.
- Disconnect the connectors <2> by removing the connector locks.
- Remove the bolt <3> and then remove the automatic belt retractor <1> from the mount.



**Install new seat belt in the reverse order of removal:**

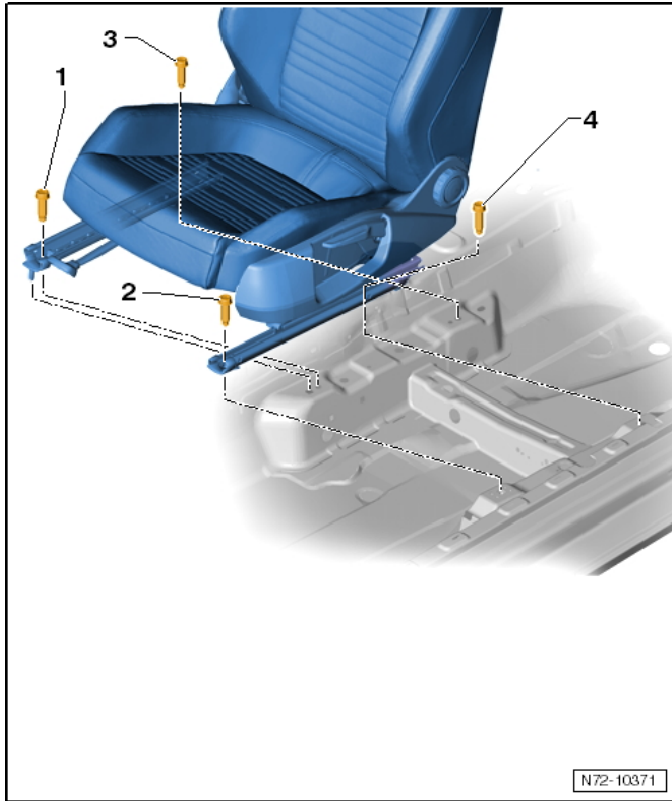
- Torque the fasteners as follows:
  - 3 = 40 Nm.
  - 8 = 40 Nm.
  - 9 = 40 Nm.
  - 10 = 8 Nm.
- Connect and lock connectors.
- Install seat belt guide <5>.

### Reinstall trim:

- Installation of the B-pillar trim and sill trim is the reverse order of removal.
- Remove any trim clamps remaining in the body using the -T40280-.

### Reinstall front seat:

- Installation is the reverse order of removal.
- Torque seat bolts to 40 Nm.

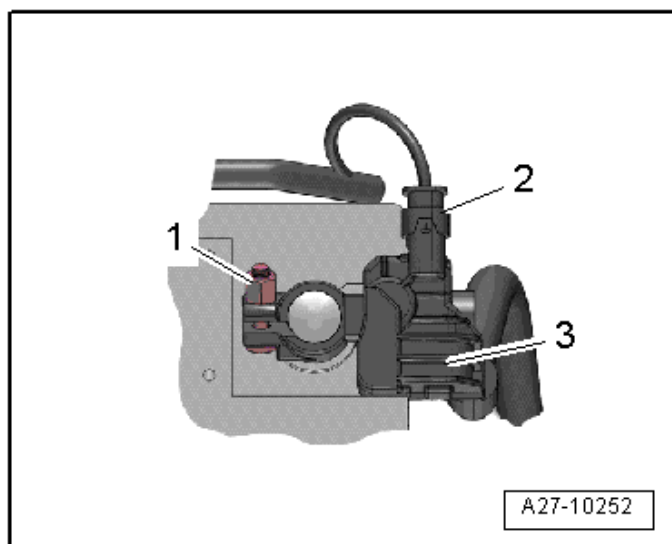


### Reconnect 12V battery:

#### **⚠ 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.

- Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3> (if equipped).
- Attach the battery ground cable clamp by hand to the battery negative terminal and torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367- (if equipped).
- Cycle the ignition off and back on.
- Set clock to local time.



- Activate the convenience open/close functions.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.

 **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 a short distance (less than 100 meters). This activates Steering Angle Sensor -G85-.
- Once -G85- is activated and the ignition is cycled, the Start/Stop function will also start working again and any faults related to the battery being disconnected should be able to be cleared.

**Proceed to Section C**



## Section C - 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.

Proceed to Section D (U.S. dealers only)

## Section D – MANDATORY Parts Return Information (U.S. dealers only)

### IMPORTANT

DO NOT detonate the seat belt tensioner prior to return. Seat belts are to be returned intact and left in their as-removed state.

- A select number of seat belts replaced under Action 69BH must be returned to the designated inspection facility. Requests for all seat belts will be available in the Warranty Parts Portal (WPP) once the claim has reached Approved status in SAGA.
- Seat belts not returned or improperly returned, if requested, are subject to claim cancellation.
- Action – 69BH claims will be cancelled in SAGA in the event the seat belts requested for return through the WPP are not received or are not in-transit with FedEx by the request expiration date.
- Use the Warranty Parts Portal to obtain the FedEx shipping label and required hazardous material documentation.

## Appendix A – Warning and Safety Precautions

### WARNING

#### General

- Testing, assembly, and repair work may only be performed by qualified personnel.
- There is no change interval for airbag units.
- Never test with a test light, volt meter or ohm meter.
- The pyrotechnic components may be checked only when they are installed and with a vehicle diagnostic tester approved by the manufacturer.
- When working on pyrotechnic components and on the Airbag Control Module -J234-, the battery ground cable must be disconnected when the ignition is switched on. Then cover the negative terminal.
- Wait for 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED ON when connecting the battery. Nobody should be inside the vehicle when doing this.
- If the ignition is not switched on after the battery is reconnected - “indicator lamps in the instrument cluster do not light up” - the ignition (key/button) may only be switched on when the driver seat is positioned all the way back.
- Follow the steps after connecting the battery. Refer to → Electrical Equipment; Rep. Gr.27.
- The technician must discharge static electricity before handling pyrotechnic components for the restraint system, for example, before disconnecting the connector. Touching grounded metal parts will discharge the static electricity, for example by touching the door striker.
- Wash hands after touching ignited restraint system pyrotechnic components.
- Pyrotechnic components may not be opened nor repaired; always use new parts (risk of injury).
- Pyrotechnic components that have fallen onto a hard surface or show signs of damage must not be installed in the vehicle.
- Pyrotechnic components should be installed immediately upon removal from shipping package.
- If the procedure must be stopped for awhile, put the pyrotechnic component back into its shipping package.
- It is not permitted to leave a pyrotechnic component out unattended.
- When connecting the restraint system pyrotechnic components, only the person performing the work should be in the vehicle.
- Do not use any grease, cleaning solutions or similar substance on pyrotechnic components.
- Replace the airbag unit if any contaminants such as oil, grease, paint, dye or solvents have penetrated the fabric.
- Pyrotechnic components must not be exposed to temperatures over 100 °C, even for a short time.

### WARNING

#### Special Information Regarding Belt Tensioners

- Use extreme care when removing and installing belt tensioner units. Improper handling of belt tensioner units is very dangerous and could result in serious personal injury.
- Belt tensioner units that are mechanically damaged (dents, cracks) must always be replaced.
- The open end of the belt tensioner should never be pointed at anyone.
- When connecting a belt tensioner, all mechanical parts, including those in the three-point seat belt, must be secured correctly. If it is not possible to connect the belt tensioner because of insufficient space, the seat belt webbing must be rolled up completely prior to connection. In this case there is no increased safety risk, if all other safety instructions are followed. This particularly includes the notes regarding the disconnection of the battery and the static discharging of the technician prior to connecting the belt tensioner.
- Even after a crash, it is possible that the belt tensioner ignited, but the seat belt force limiter did NOT. Treat these components as if they had not ignited.