



Safety Recall

Code: 69BC

REVISION

Subject Driver Frontal Airbag

Release Date May 12, 2021

Revision Summary Canada Takata inflator return instructions contact information updated in Appendix B

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2012	2014	BEETLE	75,198
USA	2012	2014	BEETLE CONVERTIBLE	30,454
CAN	2012	2014	BEETLE	5,147
CAN	2012	2014	BEETLE CONVERTIBLE	1,317

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 The driver's side air bag inflator may explode due to propellant degradation occurring after long-term exposure to high absolute humidity, high temperatures, and high temperature cycling. An inflator explosion may result in sharp metal fragments striking the driver or other occupants resulting in serious injury or death.

Corrective Action Replace driver frontal airbag.

Code Visibility On or about March 19, 2021, the campaign code was applied to affected vehicles.

Owner Notification Owner notification took place in March 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.vwhub.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:
YES

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, 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
AD	1	5C5-880-201-AD 81U	Airbag	UOL
AE	1	5C5-880-201-AE 81U	Airbag	UOL

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.

Service Number	69BC		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark AIRBAG* as causal part		
Vehicle Wash/Loaner	<p>Do not claim wash/loaner under this action</p> <p>U.S.A.: 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>Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
Criteria I.D.	AD		
	LABOR		
	Labor Op	Time Units	Description
	6958 55 99	40	Replace driver frontal airbag
	0150 00 00	Time stated on diagnostic protocol (up to 20 TU)	Clear repair related faults
	PARTS		
	Quantity	Part Number	Description
	1.00	5C5880201AD81U	AIRBAG*

Continued on next page

Criteria I.D.	AE		
	LABOR		
	Labor Op	Time Units	Description
	6958 55 99	40	Replace driver frontal airbag
	0150 00 00	Time stated on diagnostic protocol (up to 20 TU)	Clear repair related faults
	PARTS		
	Quantity	Part Number	Description
	1.00	5C5880201AE81U	AIRBAG*

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: 20V785

Subject: Safety Recall 69BC –Driver Frontal Airbag

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 2012-2014 model year Volkswagen Beetle and Beetle Convertible vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The driver's side air bag inflator may explode due to propellant degradation occurring after long-term exposure to high absolute humidity, high temperatures, and high temperature cycling. An inflator explosion may result in sharp metal fragments striking the driver or other occupants resulting in serious injury or death.
- What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the driver frontal airbag. This work will take about an 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.
- 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.
- 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 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 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: 2021-017

Subject: Safety Recall 69BC –Driver Frontal Airbag

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2014 model year Volkswagen Beetle and Beetle Convertible vehicles. Our records show that you are the owner of a vehicle affected by this action.

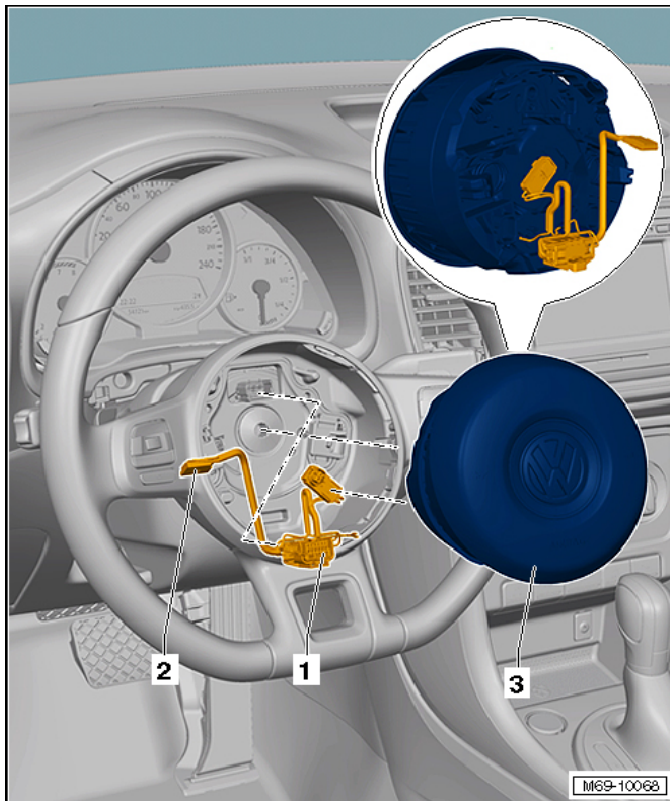
What is the issue?	The driver's side air bag inflator may explode due to propellant degradation occurring after long-term exposure to high absolute humidity, high temperatures, and high temperature cycling. An inflator explosion may result in sharp metal fragments striking the driver or other occupants resulting in serious injury or death.
What will we do?	To correct this defect, your authorized Volkswagen dealer will replace the driver frontal airbag. This work will take about an 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.
What should you do?	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.
Lease vehicles and address changes	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.
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, 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 www.vw.ca .

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

Repair Overview



- Replace driver frontal airbag.

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 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

 **STOP!** 

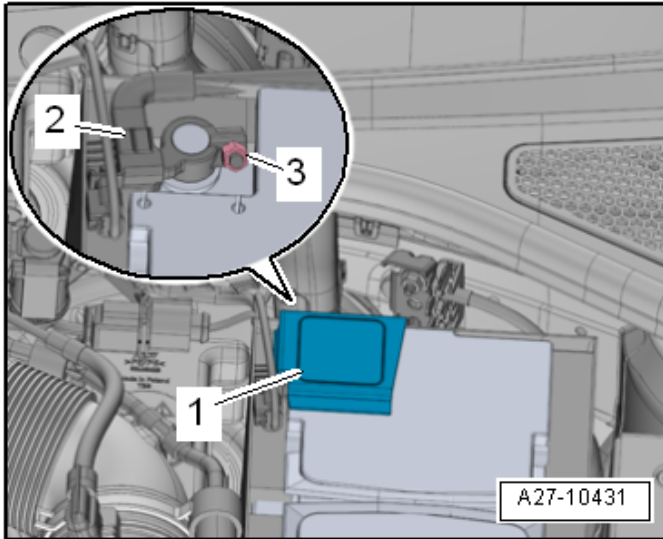
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

Section B – Repair Procedure

⚠ WARNING

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

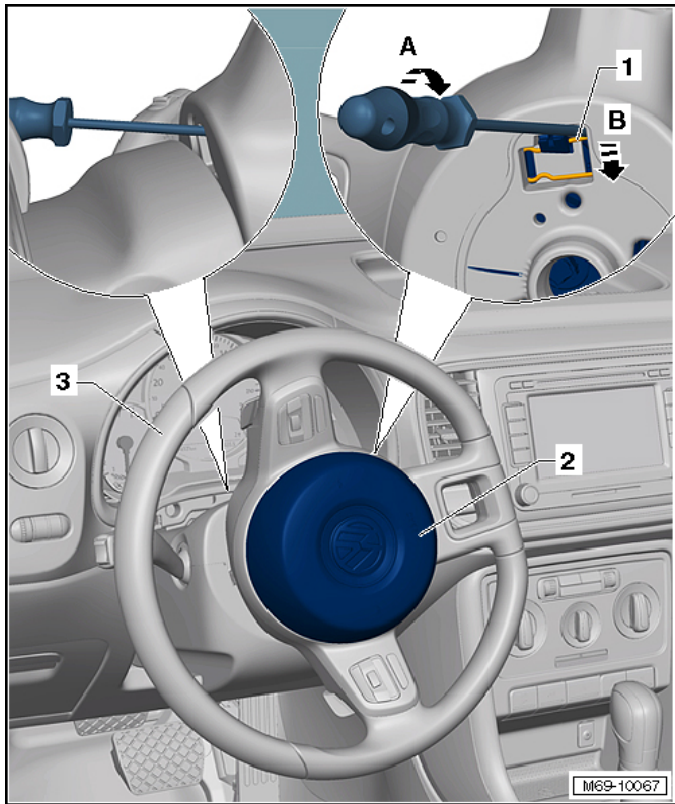


Disconnect the 12V battery with the ignition switched ON:

⚠ 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.



Replacing driver frontal airbag:

NOTE

- The screwdriver mentioned in the following should be about 175 mm long and have a blade width of 7 mm.
- The following describes removing and installing the airbag unit inside a multifunction steering wheel.

- Move the steering wheel to the lowest position.
- Adjust the steering wheel depth (reach) so it is in the fully extended position.
- Turn the steering wheel to the position illustrated.
- Insert a screwdriver all the way into the hole on the back of the steering wheel.
- Turn the screwdriver 90° <arrow A>.
- This will release the retainers <1> in the direction of the <arrow B> for the airbag unit on the right side of the steering wheel.

NOTE

If it is not a multifunction steering wheel, then the airbag must be removed from the steering wheel bezel on the upper edge after actuating the lock.

- Turn the steering wheel 180°.
- Open the retainer for the airbag unit on the left side of the steering wheel, as described.
- Turn the steering wheel back to its center position.
- Loosen the airbag unit from the steering wheel.



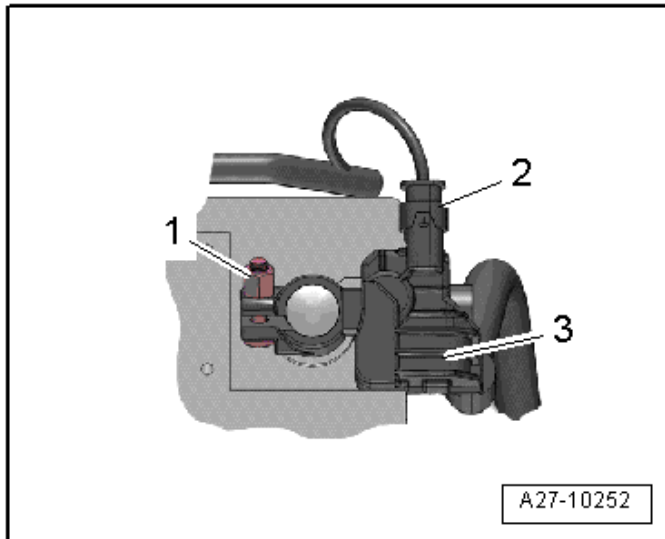
⚠ WARNING

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.

- Release the connector lock and disconnect the airbag connector <1>.
- Vehicles with multifunction steering wheel: Release the connector lock and disconnect the connector <2>.
- Install new airbag in the reverse order of removal.

Crit.	Part Number	Part Description
AD, 01	5C5-880-201-AD 81U	Airbag
AE, 01	5C5-880-201-AE 81U	Airbag

- Connect the airbag connector <1> with the wiring harness to the back of the airbag unit <3>.
- The airbag connector must click into place.
- Insert the connector <2> in the connector lock. This is required only on the multifunction steering wheel.
- Press the airbag unit <3> into the steering wheel until it audibly engages.
- Gently pull on the airbag unit to make sure it is locked securely inside steering wheel on the left and right sides.



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 (if equipped) 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 – 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 Appendix B (Mandatory Takata Part Return Process).

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 replacing 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 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.

Appendix B – Mandatory Takata Part Return Process

NOTE

NOTE: International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestrains_International@menloworldwide.com. Or they can email the attached form to Menlo/XPO, (email is in the form) & they will make arrangements with Crane Worldwide to arrange pick up. As info, both emails go to the same international people that arrange the freight. MLGTakataRestrains_International@menloworldwide.com; SCTakataRestrains_International@XPO.com

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

1. Shipping Documents

a) Box Label

- Supplied with each Kit
- To be affixed to each box



b) Over-pack Label

- To be supplied by XPO
- To be affixed to the outside of each pallet



c) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



d) ERG Document

- To be supplied by XPO.
- To be provide by the Dealer to the LTL Driver for each shipment



5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)



2. Packing Instructions

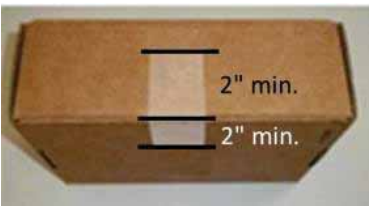
a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located In Box 8 of this page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



4. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid June, 2015

- 1** VW/Audi Inflator Kit will contain this two-part label.
- 2** Peel off 'Ship To' Label.
- 3** Affix Label to Box. Do not cover up Class 9 Marking.

6. Shipping Instructions – Schedule LTL Pickup

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Call XPO at 1-888-708-5712
 - If 200 Kits have not been accumulated in 30 days, please call XPO for direction
- Have the following Information Available
 - Dealer #
 - Quantity of Over-packs/Pallets
 - Quantity of Passenger Inflator Kits on each Pallet
 - Email Address where shipping Documentation can be received

7. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for 2 Years

8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: XPO Customer service Rep- Tel #: 210-250-5079

E-Mail: SCFieldAction.14305@xpo.com

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- Dealer Shipping Information
 - Contact name
 - Dealer Address
 - Phone Number



U.S. Only

NOTE

Crane Worldwide Logistics will arrange pick-up of all return Takata product. Dealers **MUST** follow directions on attached sign up form and pick-up request instructions.

If you have any issues, questions or require additional information regarding shipping, contact the following Takata/Menlo USA representative directly:

Miguel Prigadaa

Tel number: 210-250-5078

Email: MLGTakataRestrains_International@menlowworldwide.com

NOTE: For reference purposes only, see steps 1-8 below.

Canadian Dealers - Do Not Contact XPO

Campaign Specialist

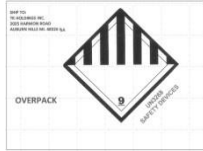
Tel number: (905) 428-4601

E-mail: warranty.campaigns@vw.ca or warranty.campaigns@audi.ca

1. Shipping Documents

a) Over-pack Label

- To be supplied by carrier
- To be affixed to the outside of each pallet



b) Bill of Lading (BOL)

- To be supplied by carrier
- Print 2 copies: 1 for Dealer Records, 1 for truck Driver



c) ERG Document

- To be supplied by carrier
- To be provided by the Dealer to the truck Driver for each shipment



2. Packing Instructions

a) Confirm box is in acceptable condition.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



3. Closure Instructions

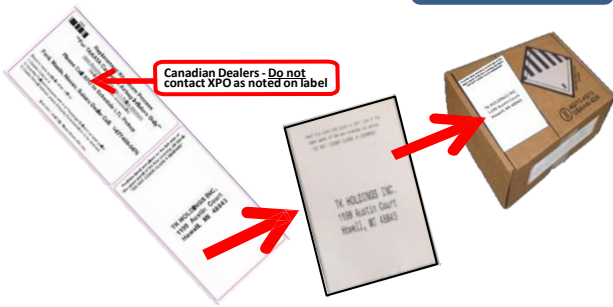
a) Close the top box flap, per box closure instructions located on front panel of box.



4. Shipping Instructions - Label each Box

a) This step is **only** necessary if label is included in box.

- VW/Audi Inflator Kit will contain this two-part label:
- Peel off 'Ship To' Label.
- Affix Label to Box. Do not cover up Class 9 Marking.



5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes MAX)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)
- Kits **cannot** be shipped in a master carton. If not enough to palletize, kits can be returned in their individual Boxes with dangerous goods markings visible. Select "via small package" when shipping individually



6. Shipping Instructions – Schedule LTL Pickup

a) Upon Accumulating 200 kits (1 Over-pack/Pallet) or **30 days since last shipment**:

- Follow request instructions on pick-up

b) Have the following Information Available

- Dealer Number
- Quantity of Over-pack Pallets(200) or individual boxes
- Quantity of Passenger Inflator Kits on each Over-Pack Pallet
- Email Address where shipping Documentation can be received

7. Shipping Instructions – Ship

a) Give 1 Copy of BOL and ERG to driver

b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please email to request replacement materials.

E-Mail: MLGTakataRestrains_International@menlowworldwide.com

To help expedite your request, provide the following information:

- Serial number on the original box
- What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label - * if included
 - This picture may appear different on the box



c) Dealer Shipping Information

- Contact name
- Dealer Address
- Phone Number

CANADIAN DEALER DO NOT CONTACT XPO

Do not ship with label inside the box

Label on the box will vary as per country of origin

Please file all tracking documents

Contact your Campaign Specialist