



Compliance Recall

Code: 69CQ

Subject Rear Outboard Seat Belts

Release Date August 13, 2021

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	ID4	12,060

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

Vehicles may have received an incorrect seat belt assembly not released for the U.S. market. Only the outer rear seats are potentially affected. The potentially incorrect seat belt assemblies do not have the automatic locking retractor (ALR) function required by FMVSS 208 implemented.

The ALR function is required in the US market by FMVSS 208 S7.1.1.5. This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats. With child restraint seats for which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable so that the seat belt assembly can be used to tightly secure the child restraint seat, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

Corrective Action

Inspect and, if necessary, replace any incorrect seat belt assembly.

Code Visibility

On or about August 13, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in August 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 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.

Parts Information (if required)

CRITICAL PARTS INFORMATION



Do not order the following parts unless they are absolutely needed! The expected need for the following parts is less than 1%. Ordering parts unnecessarily will cause delays.

Parts Control Type:
VIN to Order

If parts are needed to support a vehicle repair:

- US Dealers - use AVA

Parts Control Type:
Free Order

Parts will be managed by Free Order

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 (see description above)
01	Up to 1	11A-857-805-C RAA	SEAT BELT (Left)	VIN to Order
	Up to 1	11A-857-806-C RAA	SEAT BELT (Right)	VIN to Order
	2	4L0-886-373	GROMMET	Free Order

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.

Service Number	69CQ		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action 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.		
Criteria I.D.	01		
	Inspect left rear and right rear outboard seat belts. Seat belts are correct. No further work is required.		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	20	Inspect rear seat belts, no further work required

Continued on next page

OR	Inspect left rear and right rear outboard seat belts. One seat belt is incorrect. Replace affected seat belt.		
	LABOR		
	Labor Op	Time Units	Description
	6912 55 99	80	Replace one rear outboard seat belt
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	11A857805C RAA or 11A857806C RAA	SEAT BELT
	2.00	4L0886373	GROMMET
OR	Inspect left rear and right rear outboard seat belts. Both seat belts are incorrect. Replace affected seat belts.		
	LABOR		
	Labor Op	Time Units	Description
	6912 56 99	110	Replace both rear outboard seat belts
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	11A857805C RAA	SEAT BELT
	1.00	11A857806C RAA	SEAT BELT
2.00	4L0886373	GROMMET	

Customer Letter Example (USA)

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

NHTSA: 21V607

Subject: Compliance Recall 69CQ – Rear Outboard 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 certain 2021 model year Volkswagen I.D.4 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 208 *Occupant crash protection*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Vehicles may have received an incorrect seat belt assembly not released for the U.S. market. Only the outer rear seats are potentially affected. The potentially incorrect seat belt assemblies do not have the automatic locking retractor (ALR) function required by FMVSS 208 implemented.

This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats. With child restraint seats for which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable so that the seat belt assembly can be used to tightly secure the child restraint seat, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

What will we do? To correct this noncompliance, your authorized Volkswagen dealer will inspect and, if necessary, replace one or both rear outboard seat belts. This work will take up to 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

Repair Overview



- Inspect both rear outboard seat belts and replace if necessary.

! 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.

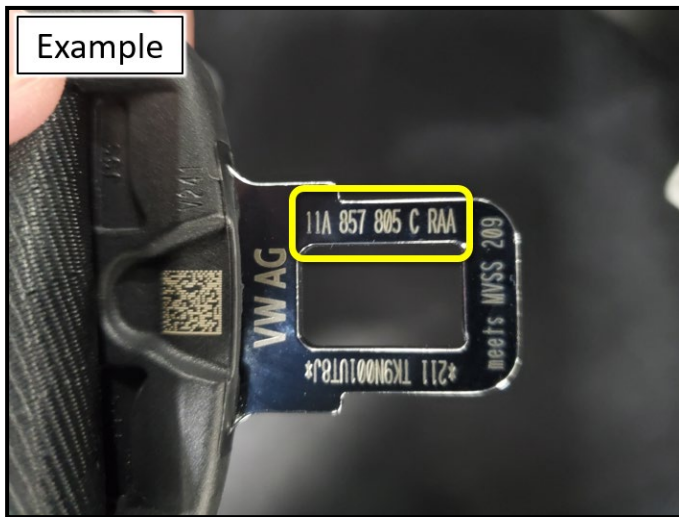
CRITICAL REPAIR STEP



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 – Seat Belt Inspection



Inspect left and right outboard seat belt buckles:

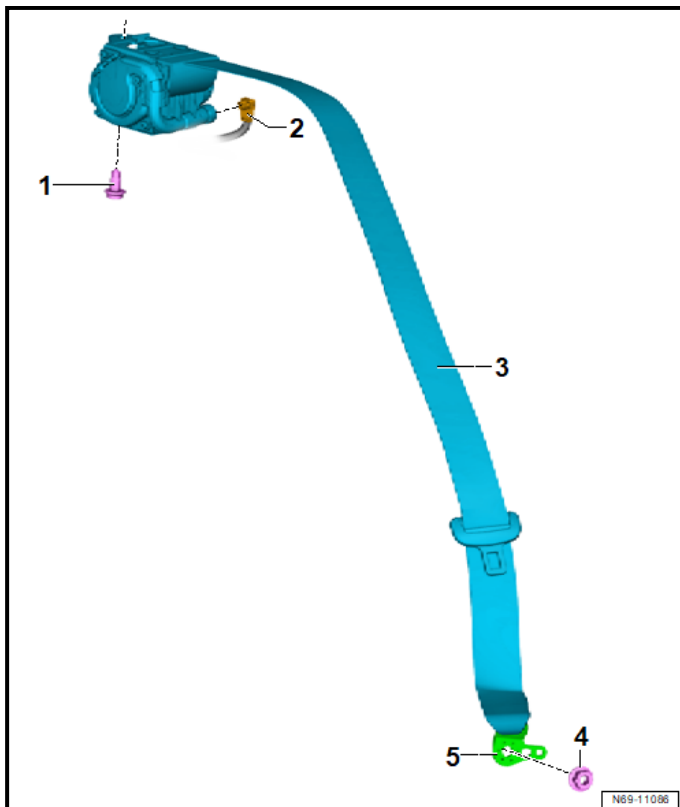
- Check the part number stamped on the buckle.
- The CORRECT part numbers are as follows:
 - Left side:
 - 11A-857-805-A
 - 11A-857-805-C
 - Right side:
 - 11A-857-806-A
 - 11A-857-806-C

! NOTE

The part number may be followed by a three letter color code (RAA, for example).

- If the part numbers are CORRECT:
 - No further work is required.
 - Proceed to Section D.
- If the part numbers do not match the part numbers listed above:
 - The affected seat belt must be replaced.
 - Proceed to Section C.

Section C – Seat Belt Replacement



Replace affected seat belt according to the ELSA Repair Manual:

- See ELSA Repair Manual: *Repair manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Seat Belts > Outer Rear Three-Point Seat Belt, Removing and Installing*

Note the following during the repair:

- Torque bolt <1> to 40 Nm.
- Torque nut <2> to 40 Nm.
- The rear bench seat grommets must be replaced.

Part Number	Part Description
4L0-886-373	Seat Grommet (x2)

- Adhere to all warnings outlined in the repair manual.
- Reference ELSA Repair Manual for special tools.
- After repairs are complete:
 - 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.