



# Safety Recall

## Code: 69EM

|                               |   |                             |                          |                    |                      |
|-------------------------------|---|-----------------------------|--------------------------|--------------------|----------------------|
| <b>Subject</b>                | <b>Driver Frontal Airbag</b>  |                             |                          |                    |                      |
| <b>Document History</b>       | <b>Date</b>   | <b>Summary</b>              |                          |                    |                      |
|                               | 10/24/2023  | Original publication        |                          |                    |                      |
| <b>Affected Vehicles</b>      | <b>Country</b>  | <b>Beginning Model Year</b> | <b>Ending Model Year</b> | <b>Vehicle</b>     | <b>Vehicle Count</b> |
|                               | USA   | 2015                        | 2016                     | BEETLE             | 23,451               |
|                               | USA   | 2015                        | 2016                     | BEETLE CONVERTIBLE | 14,107               |
|                               | CAN   | 2015                        | 2016                     | BEETLE             | 3,116                |
|                               | CAN   | 2015                        | 2016                     | BEETLE CONVERTIBLE | 1,284                |
|                               | <i>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 <u>only</u> valid campaign inquiry &amp; verification source.</i>   |                             |                          |                    |                      |
|                               | <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>  |                             |                          |                    |                      |
| <b>Problem Description</b>    | The driver's frontal 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.  |                             |                          |                    |                      |
| <b>Corrective Action</b>      | Replace driver's frontal airbag.  |                             |                          |                    |                      |
| <b>Code Visibility</b>        | On January 05, 2023, the campaign code was applied to affected vehicles.  |                             |                          |                    |                      |
| <b>Owner Notification</b>     | Owner notification will take place in October 2023. Owner letter examples are included in this bulletin for your reference.   |                             |                          |                    |                      |
| <b>Additional Information</b> | <b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  |                             |                          |                    |                      |
|                               | <b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALL:</b>   |                             |                          |                    |                      |
|                               | <b><u>New Vehicles in Dealer Inventory:</u> 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.</b> |                             |                          |                    |                      |
|                               | <b><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</b>  |                             |                          |                    |                      |
|                               | Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u>  |                             |                          |                    |                      |
|                               | 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).*

## 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**

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

## 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>      | 69EM   |                                    |                               |
| <b>Damage Code</b>         | 0099   |                                    |                               |
| <b>Parts Vendor Code</b>   | WWO  |                                    |                               |
| <b>Claim Type</b>          | Sold vehicle: 7 10<br>Unsold vehicle: 7 90   |                                    |                               |
| <b>Causal Indicator</b>    | Mark AIRBAG* as causal part  |                                    |                               |
| <b>Vehicle Wash/Loaner</b> | USA: Do not claim wash under this action. For rental/loaner claiming, see special coverage claiming section.<br>Canada: Do not claim wash/loaner under this action |                                    |                               |
| <b>Criteria I.D.</b>       | AD   |                                    |                               |
|                            | <b>LABOR</b>   |                                    |                               |
|                            | <b>Labor Op</b>  | <b>Time Units</b>                  | <b>Description</b>            |
|                            | 6958 55 99   | 40                                 | Replace driver frontal airbag |
|                            | 0150 00 00   | Time stated on diagnostic protocol | Clear repair related faults   |
|                            | <b>PARTS</b>   |                                    |                               |
|                            | <b>Quantity</b>  | <b>Part Number</b>                 | <b>Description</b>            |
|                            | 1.00   | 5C5880201AD81U                     | AIRBAG*                       |

Continued on next page

| Criteria I.D. | AE              |                                    |                               |
|---------------|-----------------|------------------------------------|-------------------------------|
|               | <b>LABOR</b>    |                                    |                               |
|               | <b>Labor Op</b> | <b>Time Units</b>                  | <b>Description</b>            |
|               | 6958 55 99      | 40                                 | Replace driver frontal airbag |
|               | 0150 00 00      | Time stated on diagnostic protocol | Clear repair related faults   |
|               | <b>PARTS</b>    |                                    |                               |
|               | <b>Quantity</b> | <b>Part Number</b>                 | <b>Description</b>            |
|               | 1.00            | 5C5880201AE81U                     | AIRBAG*                       |

**USA ONLY – Special Coverage Claiming**

| Rental Car/Loaner Claiming |   |
|----------------------------|---|
| Criteria I.D.              | All criteria  |
|                            | <p><b>- MUST BE CLAIMED ON A SEPARATE LINE –</b><br/> <b>- DO NOT PUT ON CAMPAIGN CLAIM -</b></p> <p>Claim Type: 1SP<br/> Service Number: X176<br/> Damage Code: 0055<br/> Vendor Code: 444</p> <p><u>Loaner or Rental</u><br/> Labor Operation: X176US00</p> |

## 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:** 22V945

**Subject: Safety Recall 69EM –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 2015-2016 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The driver's frontal 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's 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](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:** 2022-735

**Subject: Safety Recall 69EM –Driver Frontal Airbag**

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.

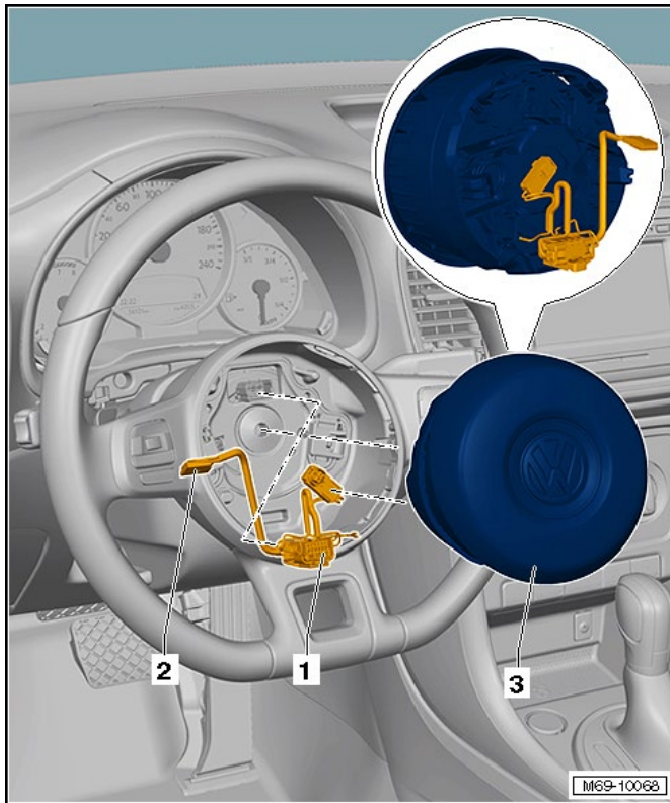
- What is the issue?** The driver's frontal air bag inflator may explode due to propellant degradation occurring after long-term exposure to high absolute humidity, high temperatures, and high temperature cycling. An inflator explosion may result in sharp metal fragments striking the driver or other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



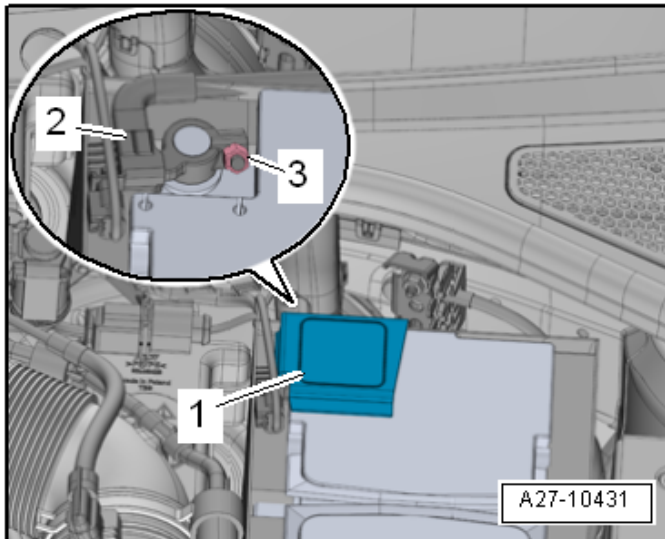
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **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.

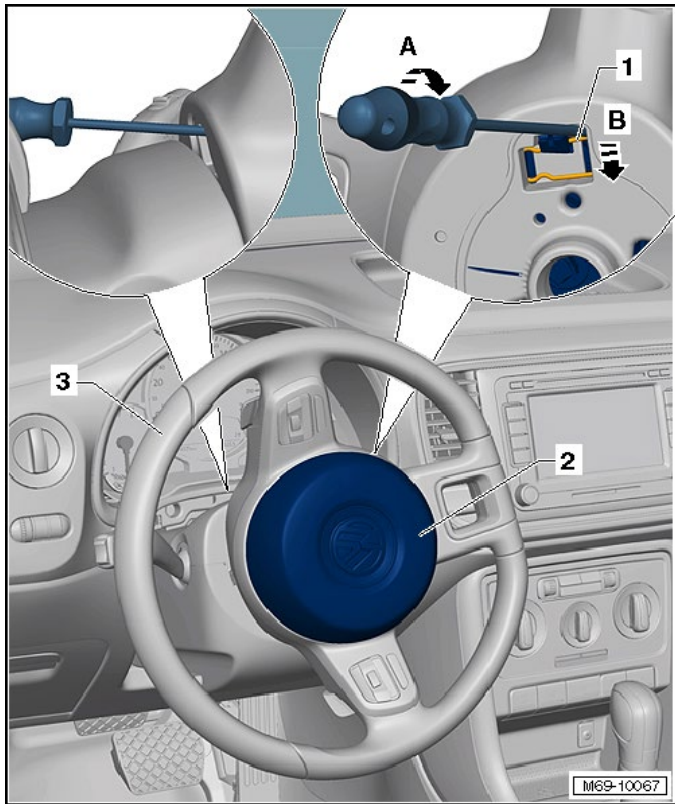


**Disconnect the 12V battery with the ignition switched ON:**

### **⚠ 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's 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.



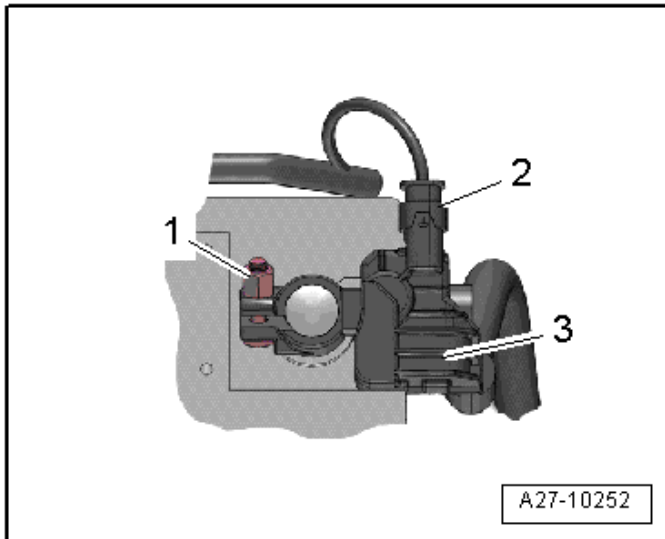
**⚠ WARNING**

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    | 5C5-880-201-AD 81U | Airbag           |
| AE    | 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).

**Repair is Complete, Please Refer to Takata Part Return Process on Separate Tabs in ELSA and Service References in Elsa2Go.**

## 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 – Rental Car/Loaner FAQ

### TAKATA AIRBAG CLASS ACTION SETTLEMENT DEALERSHIP FAQS

**Q: What is an eligible class member entitled to under the Enhanced Rental Car/Loaner Program?**

A: Under the Enhanced Rental Car/Loaner Program, VWGoA or Audi of America will provide a rental or loaner vehicle to every owner or lessee who (i) brings one of the covered recalled vehicles to a Volkswagen or Audi dealer for completion of the remedy of the recall and (ii) requests a rental/loaner vehicle while awaiting the remedy for the recall, while the remedy for the recall is in progress, or if there is a delay in performing the remedy for the recall on the affected vehicle.

**Q: Is there any information a customer must provide to participate in the Enhanced Rental Car/Loaner Program?**

A: The customer must provide adequate proof of insurance. If a rental car (as opposed to a loaner car) is provided, the customer must meet the applicable rental car company's guidelines, including age restrictions.

**Q: How long will a rental or loaner car be provided to an eligible class member under the Enhanced Rental Car/Loaner Program?**

A: The rental/loaner car will be available until the remedy for the recall is performed on the affected vehicle, at which time the rental/loaner vehicle must be promptly returned to the provider of the rental/loaner vehicle in the same condition (excepting ordinary wear and tear) as received. Absent extenuating circumstances, the rental/loaner vehicle must be returned when the recall is completed. And in no event will VWGoA or Audi of America pay for a rental car or provide a loaner for more than 7 days after the remedy for the recall is completed on a vehicle.

**Q: How early can an eligible class member expect to be provided a rental/loaner car under the Enhanced Rental Car/Loaner Program?**

A: The Enhanced Rental Car/Loaner Program will take effect no later than 30 calendar days following November 10, 2021, the date of the Court's issuance of an order preliminarily approving the Settlement.