

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please call (800) 741-2919.



Safety Recall Circular

Code: 69H3/S3

Subject: 2009 Model Year CC/Passat CC
Inspect and Reroute or Replace Right Front
Passenger Seat Belt Switch Harness

April 2009

Problem Description

Volkswagen has decided that some affected vehicles may have an incorrectly routed right front passenger seat belt buckle wiring harness, creating the potential for wires to become damaged when the seat is moved fully up or down or fore and aft. If this wiring damage occurs, the airbag control module will switch to a fallback algorithm and deactivate the passenger's frontal air bag. Vehicle occupants will be made aware of this airbag deactivation when both the airbag warning light in the instrument cluster and the passenger airbag OFF lamp illuminate. In the event of a crash, the passenger's frontal airbag will not deploy and will not be able to properly protect an occupant.

Corrective Action

Inspect and adjust the routing of the right front passenger seat belt switch wiring harness. If a damaged wiring harness is found, the seat belt switch will be replaced.

VIN Range & Production Date of Affected Vehicles
U.S.A. and Canada

WVW ___ 3C_9E500574 - WVW ___ 3C_9E538345

Production date: May 5, 2008 – November 4, 2008

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

Allocation Report of Affected Vehicles & VIM System

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the VIN, customer name, city, state and zip code. Dealers will not receive a report if they have no affected vehicles. Additionally, dealers can use the VIM system to check for affected inventory vehicles.

Parts Information and Allocation

Dealers will receive an allocation of retaining clips. However, due to the small number of vehicles that will need a seat belt switch replacement, there will not be a parts allocation of the seat belt switch. If you have questions regarding parts call the Parts Helpline at 800-767-6552.

Parts Return – Seat Belt Switch ONLY

If a seat belt switch is replaced under this campaign, the removed part is subject to mandatory parts return. SAGA will not generate a parts return sheet or barcode for this campaign. Attach a copy of the repair order to the removed seat belt switch, and ship to the applicable Volkswagen address below. Parts can be returned in bulk on a monthly basis.

IMPORTANT!

When returning parts under this action, do not include any other items you need to send to the Warranty Parts Return Center with your shipment. Unrelated items shipped with returned campaign parts will not be acknowledged or returned.

United States - Dealers ship returned parts to:

Volkswagen of America, Inc.

3800 Hamlin Road

Auburn Hills, MI 48326

ATTN: 69H3/S3 Parts Return – GE024

CANADA - Dealers ship returned parts to:

Volkswagen Canada Inc.

777 Bayly Street West

Ajax, ON L1S 7G7

ATTN: Parts Return (69H3/S3)

Owner Notification Mailing

On or before April 24, 2009 Volkswagen will notify all known owners of affected vehicles by first class mail.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from the chart on the following page. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check ElsaWeb to determine whether the "69H3" campaign is open.

Service No.: 69H3

Damage Code: 0099

Parts Manufacturer: Use vendor code **ARB**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Inspect wiring harness; connector properly installed

Repair operation: 0183 00 99 30 T.U.

Criteria I.D. 01 Inspect wiring harness; install new clip

Repair operation: 6924 19 99 40 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
1	8T0 971 830	Clip

Criteria I.D. 01 Inspect wiring harness; replace seat belt switch; install new clip

Repair operation: 6924 55 99 60 T.U.

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
1	3C8 857 756 D YLZ	Seat belt switch
1	8T0 971 830	Clip
1	N 910 326 02	Bolt

There is NO reimbursement for Vehicle Wash or Loaner

If Customer Refused Repairs

Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

Campaign Work Procedure

69H3/S3 Safety Recall

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

Parts:

<u>Qty.</u>	<u>Part Number</u>	<u>Description</u>
1	8T0 971 830	Clip
1	3C8 857 756 D YLZ	Seat belt switch
1	N 910 326 02	Bolt

Required Tools:

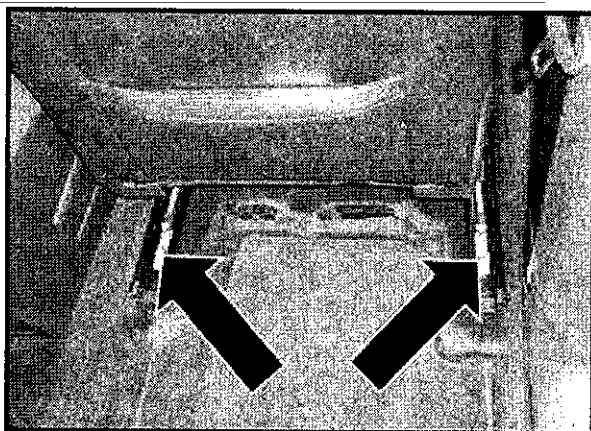
5051B, 5052A, 5052, VAG 1331 torque wrench or equivalent

Work Sequence

Section A – Check Fault Memory

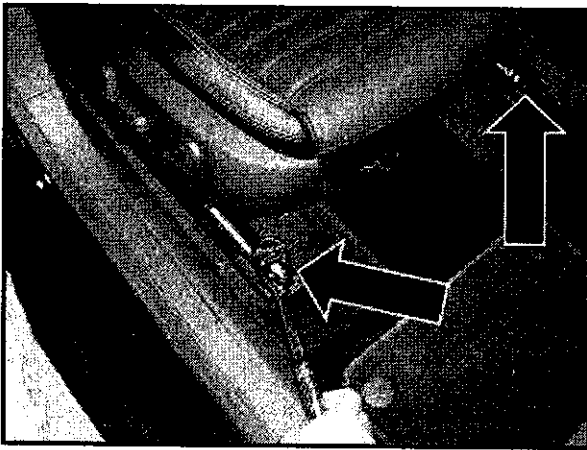
- Connect scan tool to vehicle and read fault memory from AW15 airbag module
- Check for faults:
 - If fault codes 02513 xxx and/or 00592 xxx are **NOT** stored, continue to **Section B**
 - If fault codes 02513 xxx and/or 00592 xxx **ARE** stored, perform **Section B**, then skip to **Section D** to replace seat belt switch

Section B – Unbolt Seat



Tip: Take note of general customer seat position for repositioning of seat after work complete

- Position seat into front-most position via the fore/aft adjustment
- ← Remove seat frame bolts -arrows-



- Position seat as far back as possible using fore/aft adjustment
- Move seat approximately 4 cm (1.5 in) forward



Tip: This is necessary to remove seat belt switch

⇐ Remove seat frame bolts -arrows-



Tip: Skip to Section D, if fault codes 02513 xxx and/or 00592 xxx ARE stored
Continue to Section C, if NO fault codes are stored

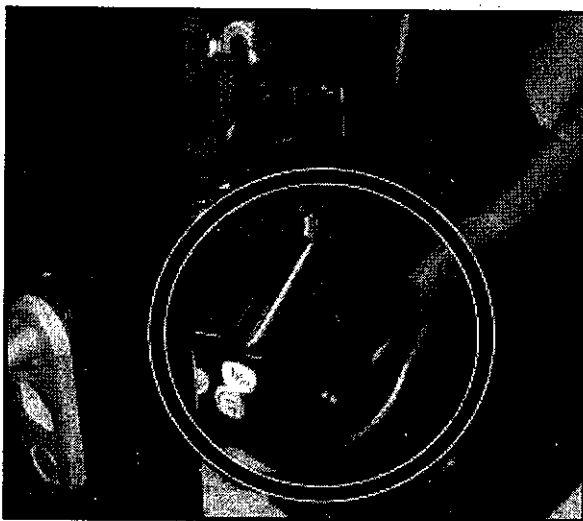
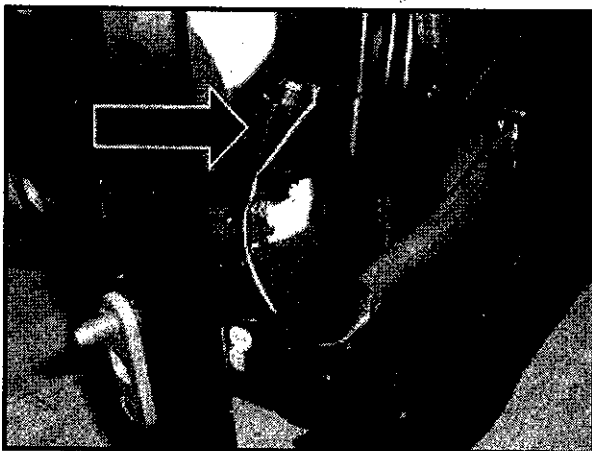
Section C1 – Inspect Wiring Harness

⇐ Tilt seat back for access to seat belt switch connector -arrow-

⇐ If connector is positioned in place, as pictured, -arrow-, **WORK IS COMPLETE FOR WIRING HARNESS INSPECTION**; go to **Section C3** to reinstall seat bolts



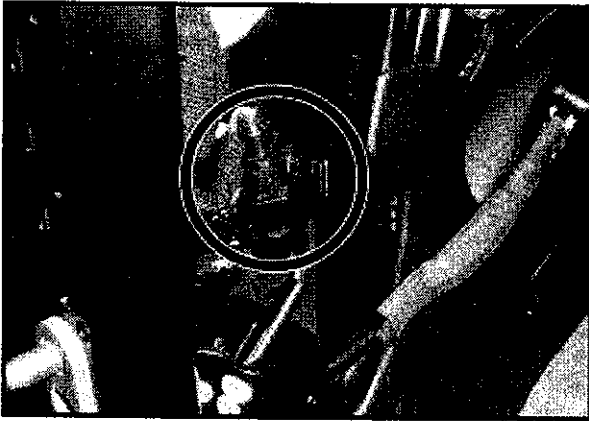
Tip: Picture shows seat removed. It is not necessary to remove seat unless damage is found on seat belt switch connector



⇐ Inspect seat belt latch wiring harness -circle- for any damage

- If damage to wiring harness is found, go to **Section D** to replace seat belt switch
- If damage to wiring harness is not found, continue to **Section C2**

Section C2 – Install New Clip



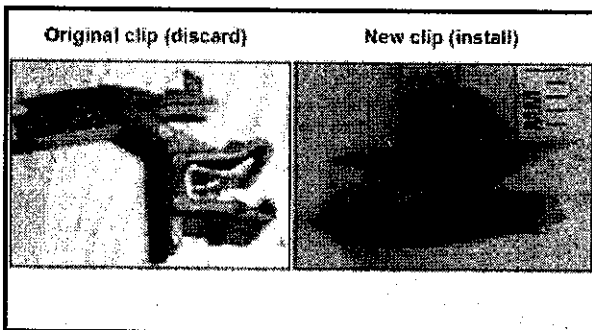
⇐ Detach connector from clip on seat frame -circle-



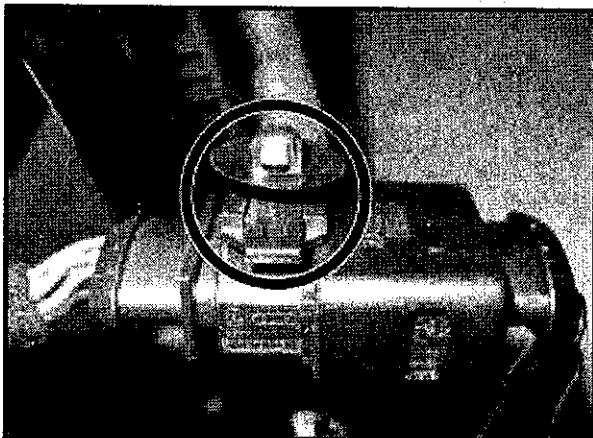
Tip: Picture shows seat removed. It is not necessary to remove seat, unless damage is found on seat belt switch connector

If removing seat from vehicle, take extra care to protect vehicle trim and seat from damage

Damage to vehicle trim or seat is not covered under this recall action



⇐ Remove seat belt switch connector clip -pictured on left- from seat frame and discard clip



⇐ Install new clip -circle- (part number 8T0 971 830) onto seat belt switch connector, as pictured



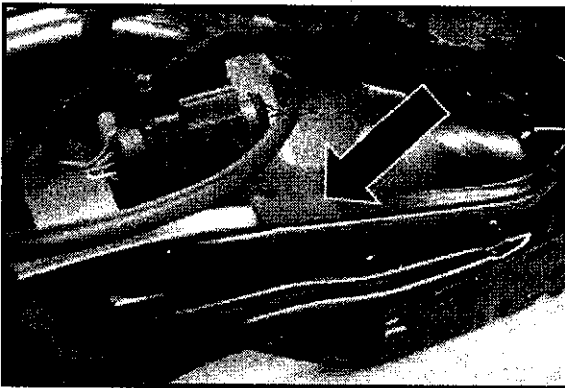
Tip: Hole position -arrow- shows location for new clip to be installed

⇐ Install connector with new clip onto seat by pushing firmly into hole location -arrow-

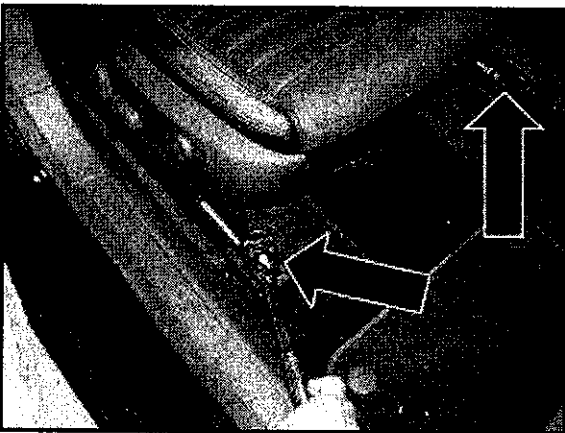


⇐ Ensure that wiring for seat belt switch -arrow- is routed behind seat belt bracket, as pictured

- Correct the wiring position, if necessary

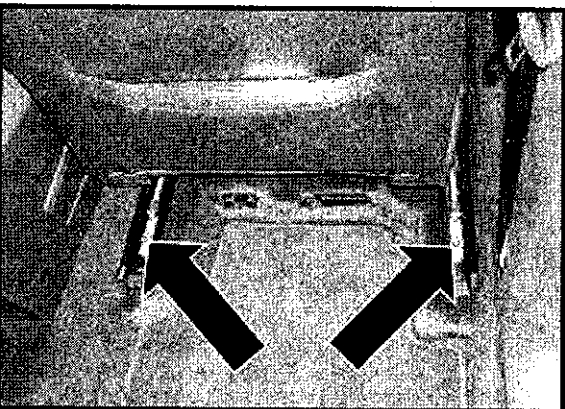


⇐ Install felt tape (shop supply) -arrow- to cover prior clip location



Section C3 – Reinstall Seat Bolts

- Tip seat forward
- ⇐ Reinstall bolts -arrows- and torque to 40 Nm (30 lb-ft)



- Position seat into front-most position via the fore/aft adjustment
- ⇐ Reinstall bolts -arrows- and torque to 40 Nm (30 lb-ft)



Tip: Reposition seat to normal position for customer

**WORK COMPLETE FOR INSPECTION OF
WIRING AND NEW CLIP INSTALLATION**

Section D – Replace Seat Belt Switch

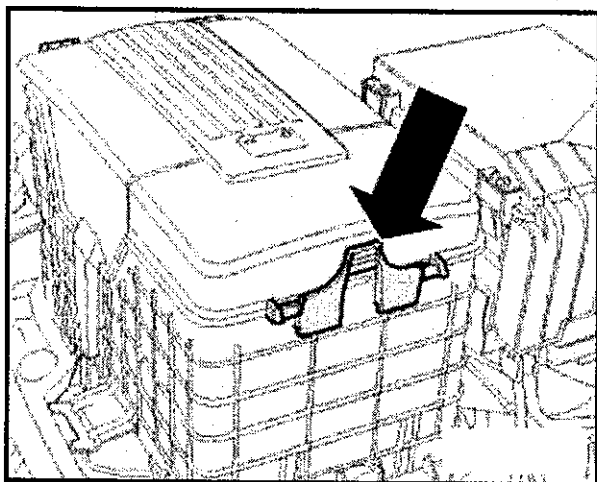
- Turn off all electrical consumers
- Switch ignition off and remove key



Tip: Before disconnecting battery, disable alarm

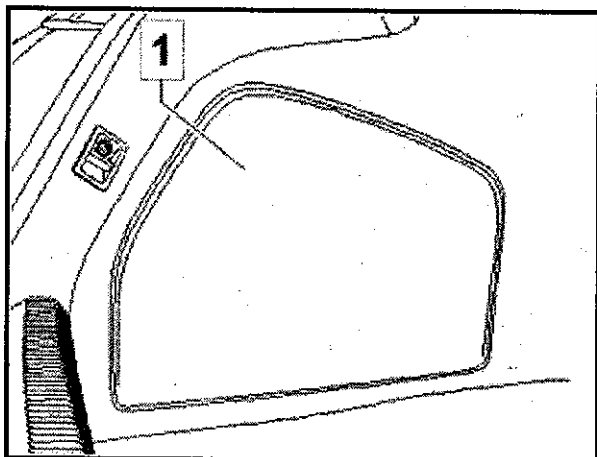
For 2.0T

- Open hood
- ⇐ Open locking mechanism -arrow- and remove battery box cover



For 3.6L

- Open trunk
- ⇐ Unclip and remove battery service cover -1-

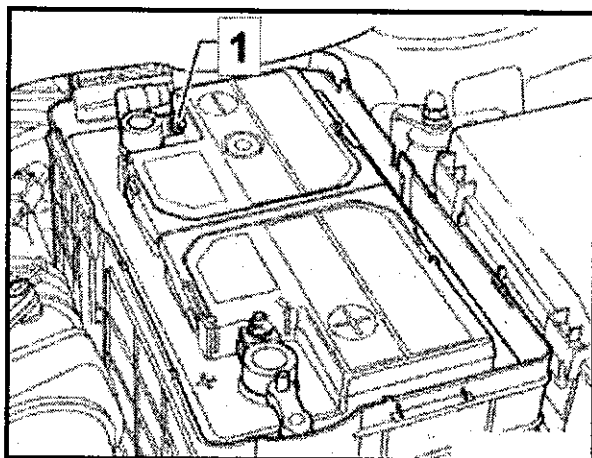


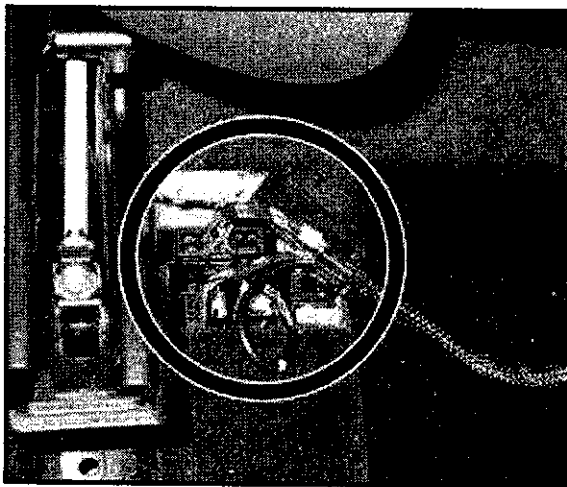
WARNING:

Negative battery cable must be disconnected first to prevent triggering the Pyrotechnic Battery Isolator

Triggering the Pyrotechnic Battery Isolator is not covered under this recall action

- ⇐ Disconnect battery terminal clamp of Ground (GND) wire -1- from battery Ground (GND) terminal





WARNING:

Electrostatic discharges can lead to an unintended deployment of airbag. Therefore, technician must discharge static electricity from the body before separating ignition and ground wiring. This is done, e.g., by briefly touching the body or the door striker or pin

⇐ Disconnect seat wiring harnesses -circle- from connector station

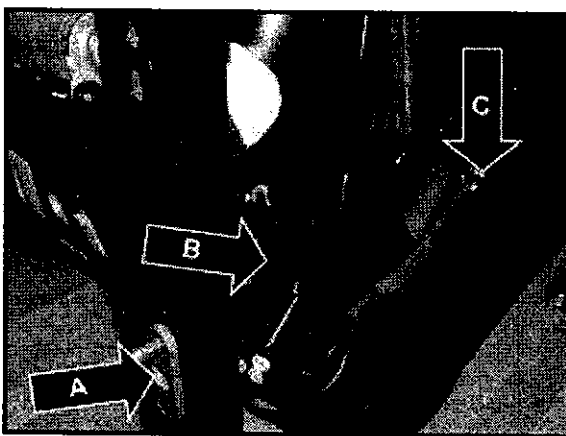
• Carefully remove seat from vehicle



Note: Protect interior trim and seat from damage prior to removing seat

Damage to interior trim and seat is not covered under this recall action

⇐ Remove bolt for seat belt switch -A-, disconnect connector -B- and remove seat belt switch -C- from seat frame



Original clip (discard)

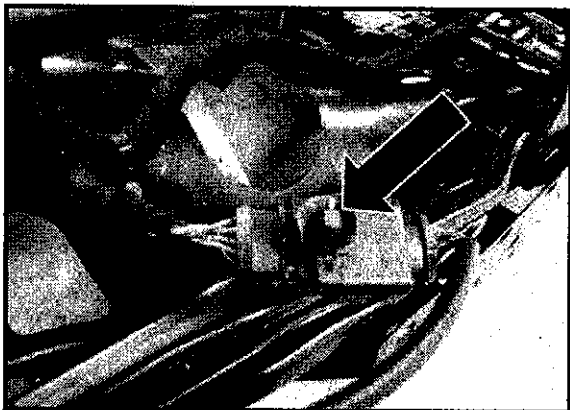
New clip (Install)

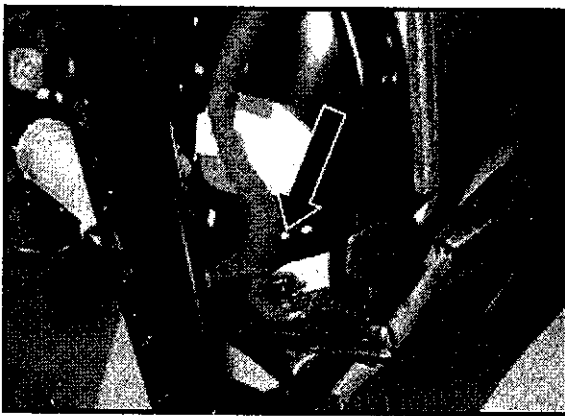


⇐ Detach and discard original clip, pictured on left, from seat belt switch connector and seat frame

• Install new seat belt switch (3C8 857 756 D YLZ) properly in place and attach connector

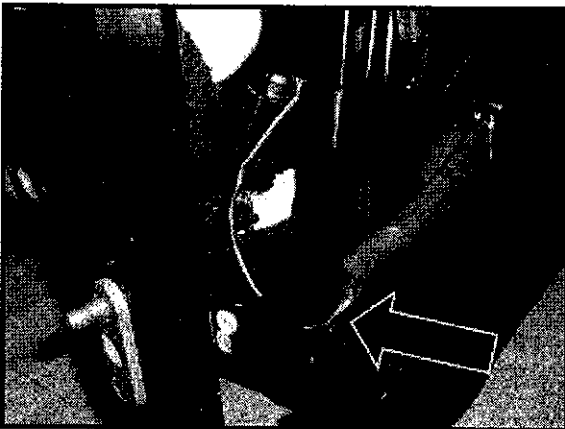
⇐ Install new clip (8T0 971 830) as shown -arrow-



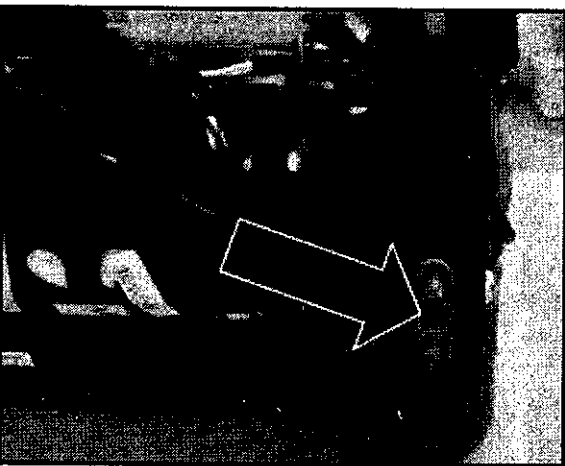


Tip: Hole position -arrow- shows location for new clip to be installed

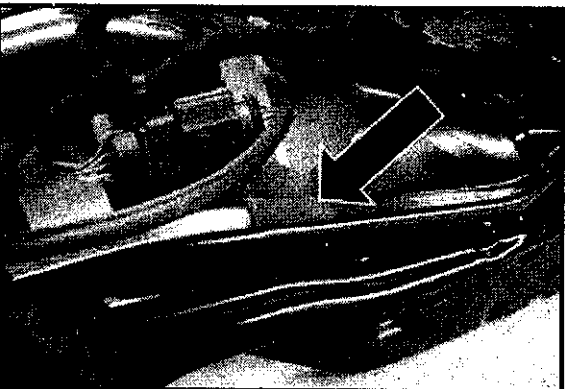
- ⇐ Install connector with new clip onto seat by pushing firmly into hole location -arrow-



- ⇐ Ensure that wiring for seat belt switch -arrow- is routed behind seat belt bracket, as pictured
- Correct the wiring position, if necessary

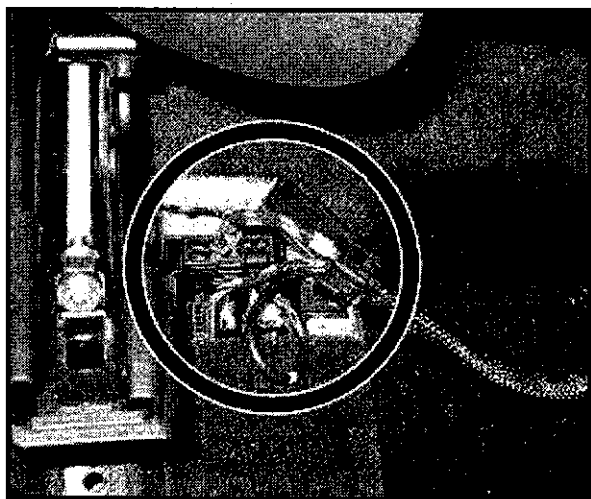


- Install new bolt (N 910 326 02) for seat belt switch and torque to 20 Nm (15 lb-ft)



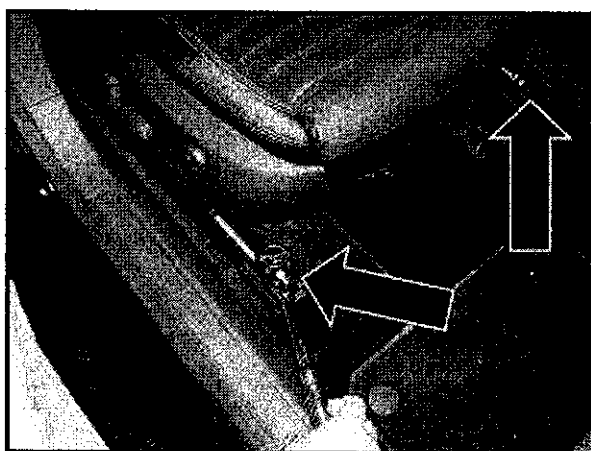
- ⇐ Install felt tape (shop supply) -arrow- to cover prior clip location

Section E – Reinstall Seat



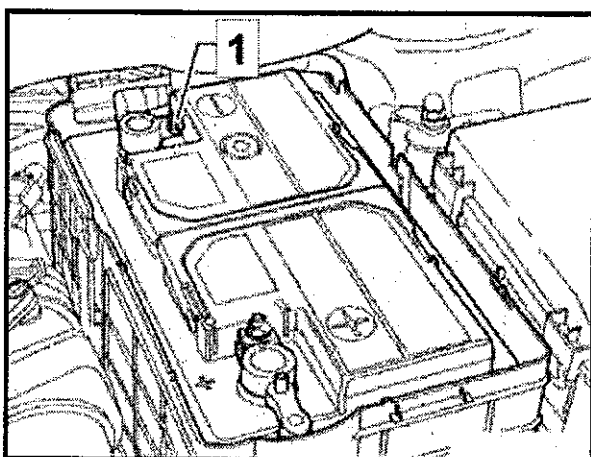
Note: Protect interior trim and seat from damage prior to installing seat
Damage to interior trim and seat is not covered under this recall action

- Lift seat into vehicle
- ⇐ Reconnect wiring harness for side airbag in connector station -circle-
- ⇐ Reinstall remaining wiring harnesses in connector station -circle-, according to vehicle equipment



Tip: Centering pins on tunnel side must be located in corresponding holes in vehicle floor

- ⇐ Tighten screws -arrows- to 40 Nm (30 lb-ft)
- Switch on ignition

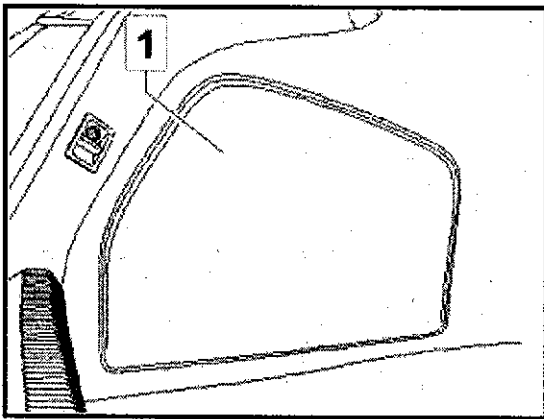


WARNING:

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 the battery

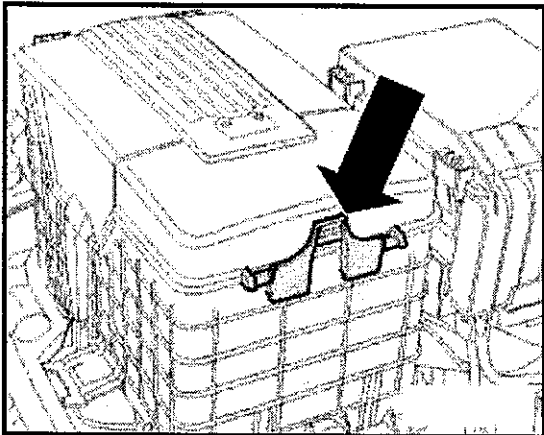
Make sure that no persons are in the vehicle

- ⇐ Connect battery terminal clamp of Ground (GND) wire -1- to battery Ground (GND) terminal



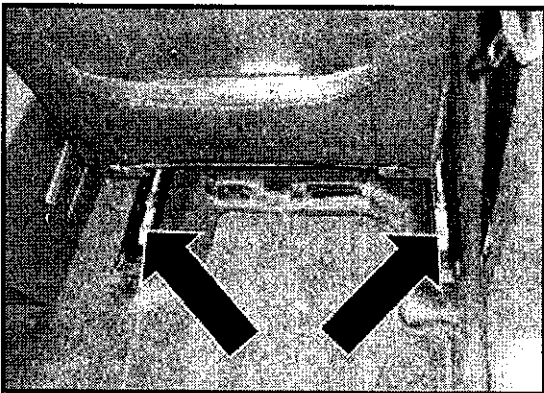
For 3.6L

- ⇐ Reinstall battery service cover -1- and clip properly in place
- Close trunk



For 2.0T

- ⇐ Reinstall battery box cover and close locking mechanism -arrow-
- Close hood



- ⇐ Position seat into front-most position via the fore/aft adjustment
- ⇐ Reinstall bolts -arrows- and torque to 40 Nm (30 lb-ft)



Tip: Reposition seat to normal position for customer

- Perform the following work steps after reconnecting battery:



Note: After connecting battery and switching on ignition, ASR/ESP Control Lamp -K155- and Electro-mechanical Power Steering Indicator Lamp light up continuously.

Control lamps go out automatically when vehicle is driven a distance straight ahead at 15 to 20 km/h, which reactivates Steering Angle Sensor -G85

- Switch on ignition using ignition key or start button and switch off again.
- Read DTC memory and clear faults
- Clock:
 - Check clock time setting, set anew, if necessary
- Electrical window regulators:
 - Open and close windows to each end stop respectively
 - With window closed, pull switch until relay switches audibly
 - Check comfort switching of power window; while comfort switching is operated, window must close without holding the switch
- Check function:
 - All electrical consumers

ALL WORK IS COMPLETE

Section F - Parts Return – Seat Belt Switch ONLY

SAGA will **not** generate a parts return sheet or barcode for this campaign. Attach a copy of the repair order to the removed seat belt switch, and ship to the applicable Volkswagen address below. Parts can be returned in bulk on a monthly basis.

IMPORTANT!

When returning parts under this action, **do not** include any other items you need to send to the Warranty Parts Return Center with your shipment. Unrelated items shipped with returned campaign parts **will not be acknowledged or returned.**

United States - Dealers ship return parts to:

Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
ATTN: 69H3/S3 Parts Return – GE024

CANADA - Dealers ship return parts to:

Volkswagen Canada Inc.
777 Bayly Street West
Ajax, ON L1S 7G7
ATTN: **Parts Return** (69H3/S3)

Frequently Asked Questions (FAQ) Safety Recall SAGA 69H3/S3

This FAQ is intended to provide supplementary information regarding this Safety Recall. For additional information, please refer to the Safety Recall circular that will be posted on ElsaWeb and on VWHub/ServiceNet.

■ What vehicles are affected?

Some 2009 model year Volkswagen CC vehicles in the United States and some 2009 model year Passat CC vehicles in Canada are affected by this recall.

■ What is the problem and what can happen?

Some affected vehicles may have an incorrectly routed right front passenger seat belt buckle wiring harness, creating the potential for wires to become damaged when the seat is moved fully up or down or fore and aft. If this wiring damage occurs, the airbag control module will switch to a fallback algorithm and deactivate the passenger's frontal air bag. Vehicle occupants will be made aware of this airbag deactivation when both the airbag warning light in the instrument cluster and the passenger airbag OFF lamp illuminate. In the event of a crash, the passenger's frontal airbag will not deploy and will not be able to properly protect an occupant.

■ Can I drive the vehicle until it is repaired?

Affected vehicles can continue to be driven as usual, but if both airbag warning light in the instrument cluster and the passenger airbag OFF lamp illuminate, the passenger's frontal airbag will not deploy in a crash and will not be able to properly protect an occupant, increasing the risk of injuries. If this happens, customers should not allow a passenger sit in the right front seat position and take the vehicle to an authorized Volkswagen dealer for service immediately.

■ How many vehicles are affected and when will customer notification begin?

There are approximately 5,000 affected vehicles in the United States and approximately 600 in Canada. Customer notification is scheduled to take place on or before April 24, 2009.

■ What exactly will be repaired on the vehicle?

Dealers will inspect and adjust the routing of the right front passenger seat belt switch wiring harness. If a damaged wiring harness is found, the seat belt switch will be replaced.

■ Is a loaner vehicle being covered under this action?

A loaner vehicle will not be offered under this action. Dealers with customers needing alternate transportation should refer to the existing loaner vehicle policy.

■ Is towing being covered under this action?

Towing is not covered under this campaign.

■ Do I have to make an appointment?

Yes, after you receive a letter confirming that you are the owner of an affected vehicle and parts are available.

■ When will this repair be available?

When sufficient parts stock is available, owners of affected vehicles will be notified. Pending parts availability, dealer notification will take place on or before April 3, 2009, and customer notification on or before April 24, 2009.