

# VOLKSWAGEN

GROUP OF AMERICA



MARIA COTTER NAME  
LEAD CAMPAIGN ADMINISTRATOR TITLE  
PRODUCT COMPLIANCE DEPARTMENT  
248-754-5000 PHONE  
248-754-5093 FAX  
APRIL 8, 2009 DATE

Ms. Delia Lopez  
Recall Analyst for Safety Assurance  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
U.S. Department of Transportation  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

VOLKSWAGEN GROUP OF AMERICA, INC.  
3800 HAMLIN ROAD  
AUBURN HILLS, MI 48326  
PHONE +1 248 754 5000

**Subject: Document Submission for Recall Campaign  
09V-097 (Volkswagen Code 69H3/S3)**

Dear Ms. Lopez:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting one (1) copy of the following revised communications for recall campaign 09V-097 (69H3/S3):

- Dealer Notification Letter
- Campaign circular with customer letter, work procedure and claiming instructions

If you have any questions or require additional information, please contact me.

Sincerely,

Maria Cotter  
Lead Campaign Administrator  
Product Compliance -Service and Quality  
Enclosures

# 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 CC/Passat CC

Inspect and Reroute or Replace

Right Front Passenger Seat Belt Switch Harness

REVISED

April 7, 2009

### Revision Summary

- Customer letter examples added to circular.

### 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. A sample of the owner letter is enclosed.

### 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.

## Customer Letter Example (CANADA)

April 2009

**Subject: Safety Recall 69H3/S3**  
**2009 Model Year Volkswagen Passat CC**  
**Inspect and Reroute or Replace Right Front Passenger Seat Belt Buckle Wiring Harness**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2009 model year Volkswagen Passat CC vehicles. Our records show that you are the owner of one of these vehicles.

### What Is The Problem?

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 airbag. 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, increasing the risk of injuries.

### What Will Volkswagen Do?

In order to identify and correct this defect, dealers will inspect and adjust the routing of the right front passenger seat belt wiring harness. If a damaged wiring harness is found, the seat belt buckle and wiring harness assembly will be replaced.

### What We Would Like You to Do

Please contact your authorized Volkswagen dealer and arrange for an appointment without delay. This service will take about one hour and will be 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.

### Precautions You Should Take

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 to sit in the right front seat position and should take the vehicle to an authorized Volkswagen dealer for service immediately.

### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### Reimbursement of Expenses

If you have previously paid for replacement of the right front passenger seat belt buckle wiring harness, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

### Service Help from Us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada  
Attn: Customer CARE Center (69H3/S3)  
P.O. Box 842, Stn. A  
Windsor, ON N9A 9Z9  
1-800-893-5298

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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Product Compliance

## 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:

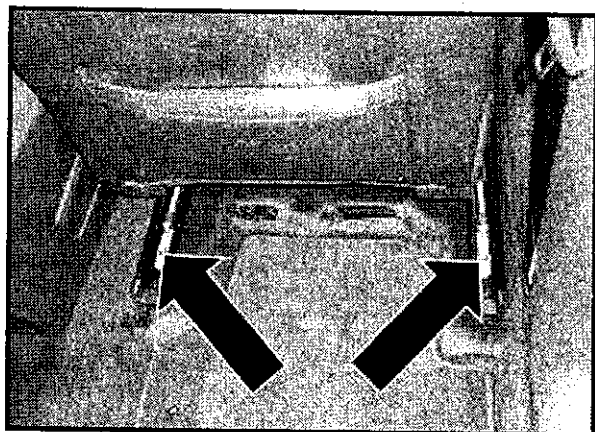
5051B, 5052A, 5052, VAG 1331 torque wrench or equivalent

### Work Sequence

#### Section A – Check Fault Memory

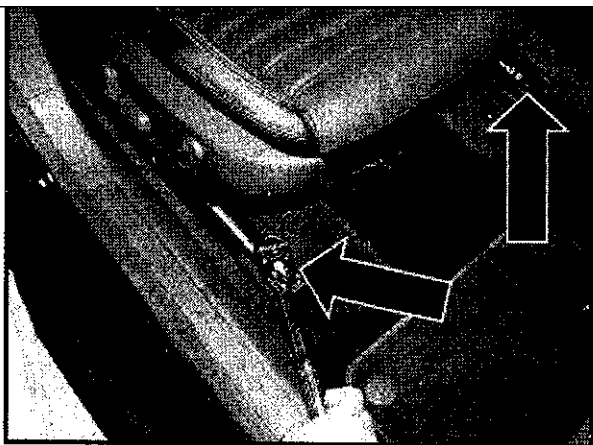
- Connect scan tool to vehicle and read fault memory from AW15 airbag module
- Check for faults:
  - If fault codes 02513 xxx and/or 00592 xxx are **NOT** stored, continue to **Section B**
  - If fault codes 02513 xxx and/or 00592 xxx **ARE** stored, perform **Section B**, then skip to **Section D**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

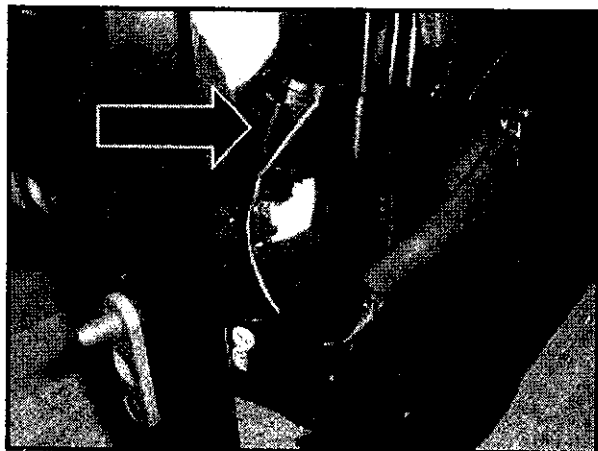


Tip: Skip to **Section D**, if fault codes 02513 xxx and/or 00592 xxx ARE stored  
Continue to **Section C**, if NO fault codes are stored

### Section C1 – Inspect Wiring Harness

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

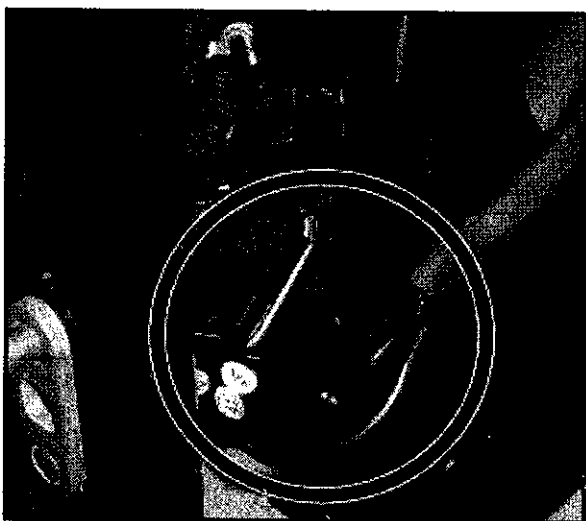
⇐ If connector is positioned in place, as pictured, -arrow-, **WORK IS COMPLETE FOR WIRING HARNESS INSPECTION**; go to **Section C3** to reinstall seat bolts



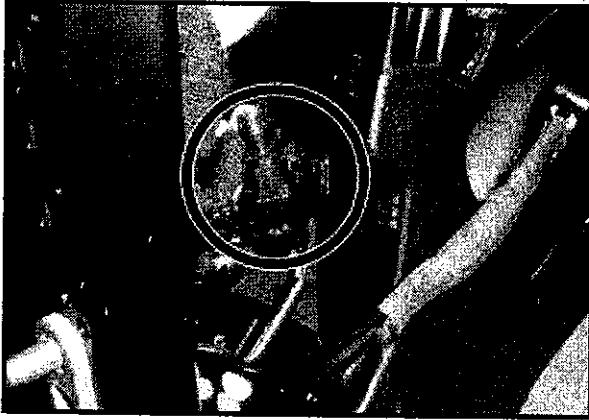
Tip: Picture shows seat removed. It is not necessary to remove seat unless damage is found on seat belt switch connector

⇐ Inspect seat belt switch 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



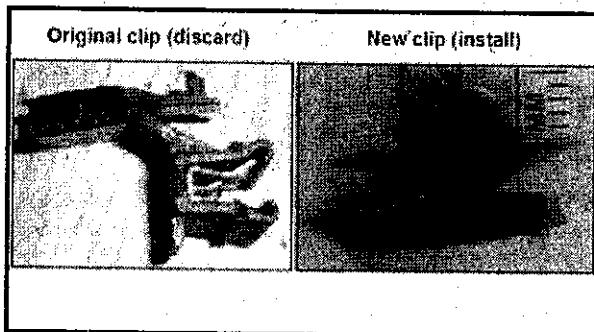
⇐ Detach connector from clip on seat frame -circle-



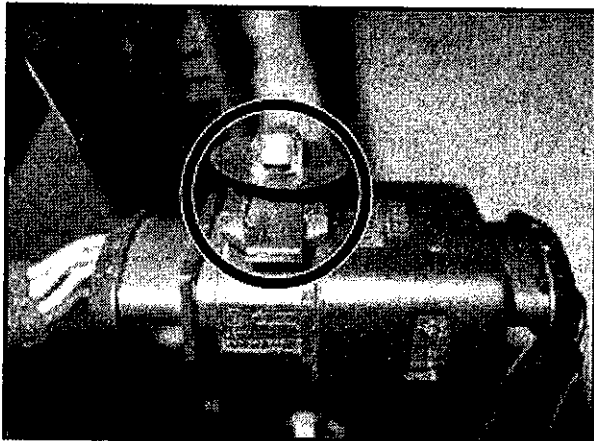
Tip: Picture shows seat removed. It is not necessary to remove seat, unless damage is found on seat belt switch connector

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

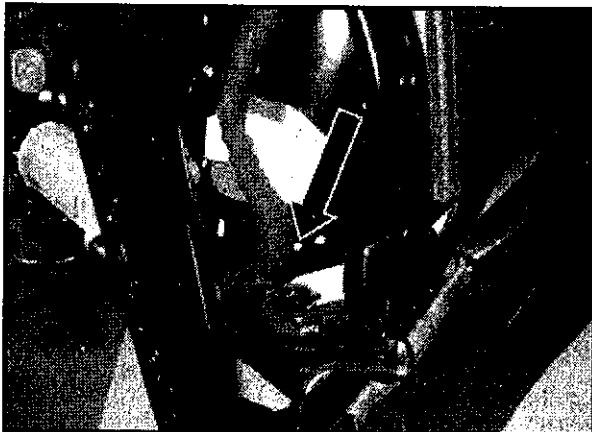
Damage to vehicle trim or seat is not covered under this recall action



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

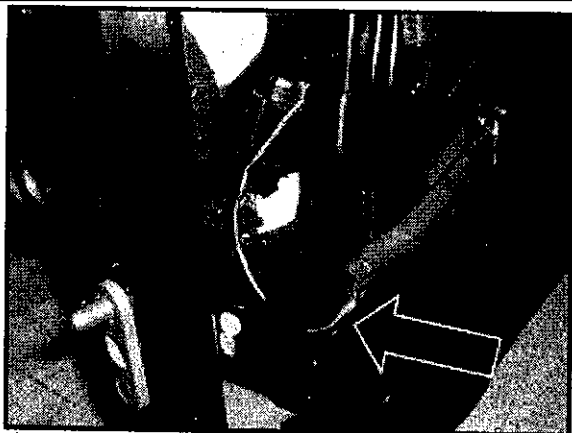


⇐ Install new clip -circle- (part number 8T0 971 830) onto seat belt switch connector, as pictured



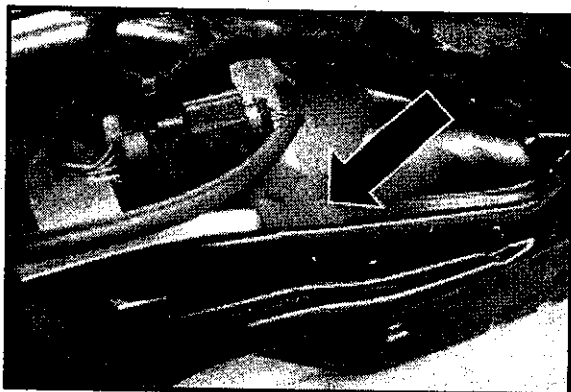
Tip: Hole position -arrow- shows location for new clip to be installed

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

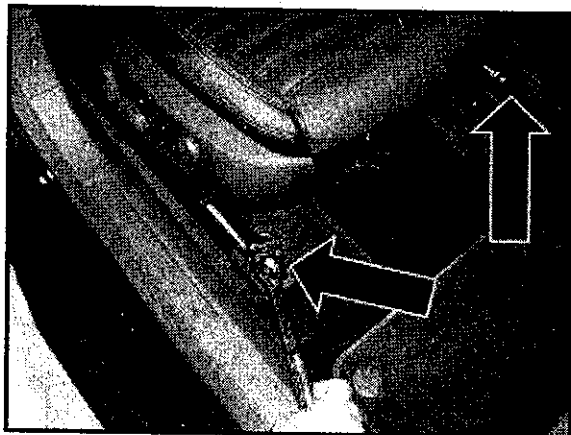


⇐ Ensure that wiring for seat belt switch -arrow- is routed behind seat belt bracket, as pictured

- Correct the wiring position, if necessary

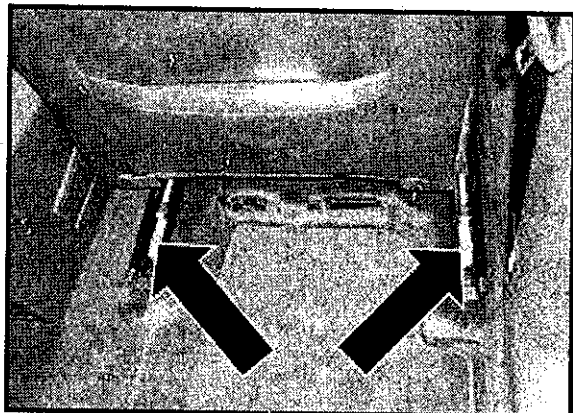


⇐ Install felt tape (shop supply) -arrow- to cover prior clip location



### 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 WIRING  
INSPECTION AND NEW CLIP  
INSTALLATION**



## Section D – Replace Seat Belt Switch

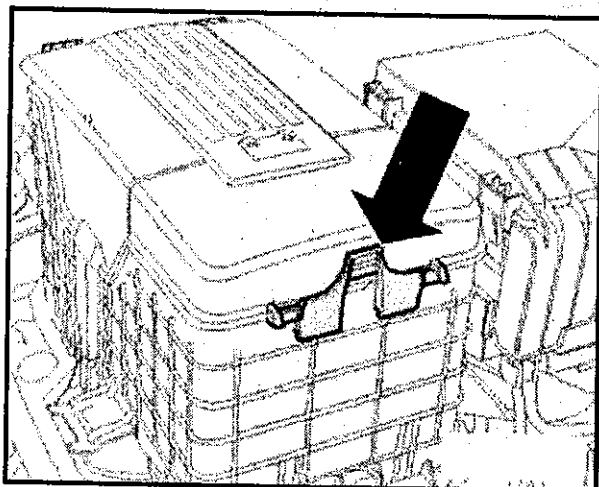
- Turn off all electrical consumers
- Switch ignition off and remove key



Tip: Before disconnecting battery, disable alarm

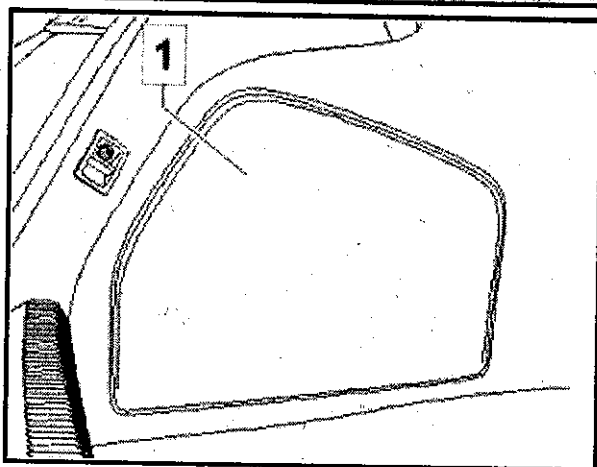
### For 2.0T

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



### For 3.6L

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

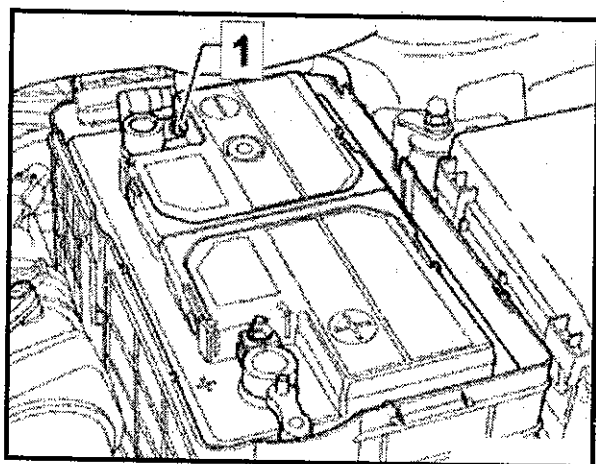


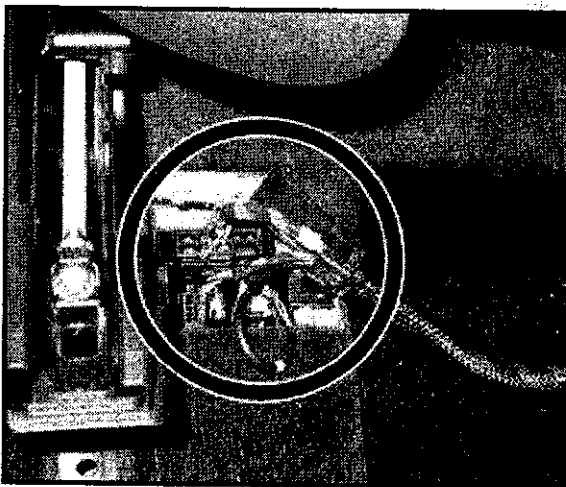
### WARNING:

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

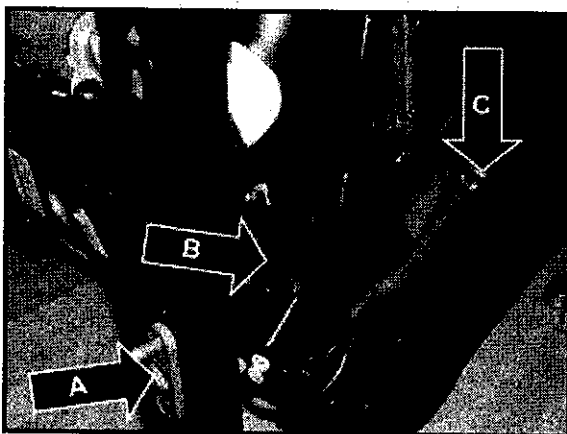




# **WARNING:**

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



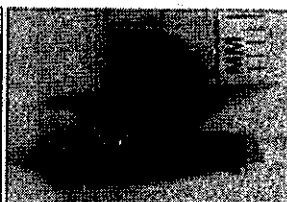
**Note:** Protect interior trim and seat from damage prior to removing seat

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

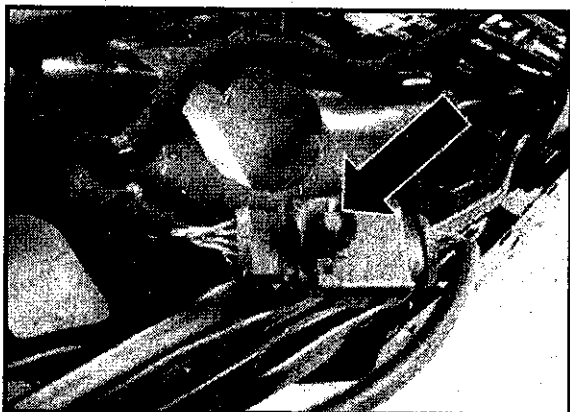
⇐ Remove bolt for seat belt switch -A-, disconnect connector -B- and remove seat belt switch -C- from seat frame

Original clip (discard)

New clip (install)

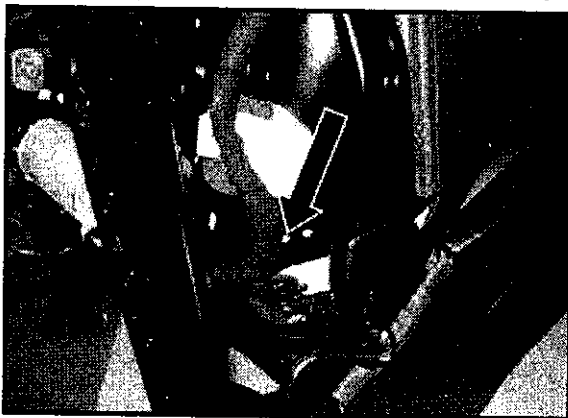


⇐ Detach and discard original clip, pictured on left, from seat belt switch connector and seat frame



• 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-



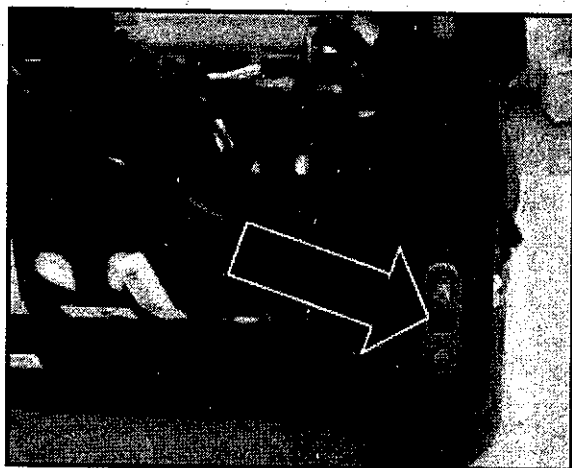
Tip: Hole position -arrow- shows location for new clip to be installed

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

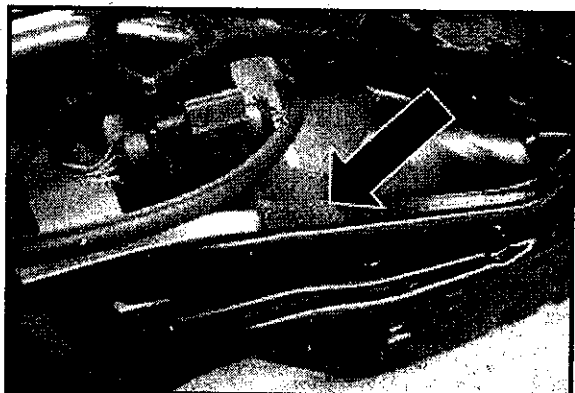


⇐ Ensure that wiring for seat belt switch -arrow- is routed behind seat belt bracket, as pictured

- Correct the wiring position, if necessary

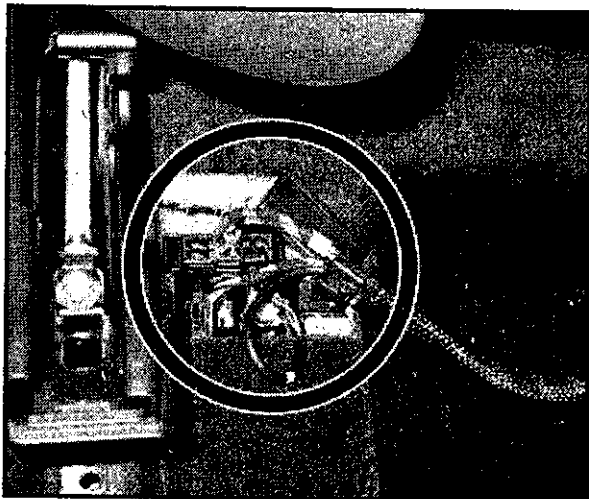


- Install new bolt (N 910 326 02) for seat belt switch and torque to 20 Nm (15 lb-ft)



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

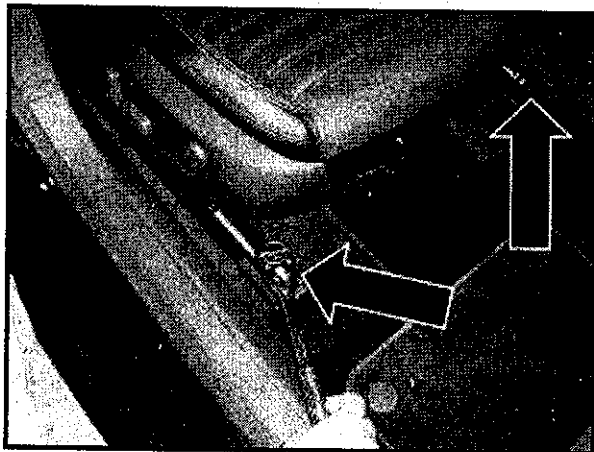
## Section E – Reinstall Seat



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

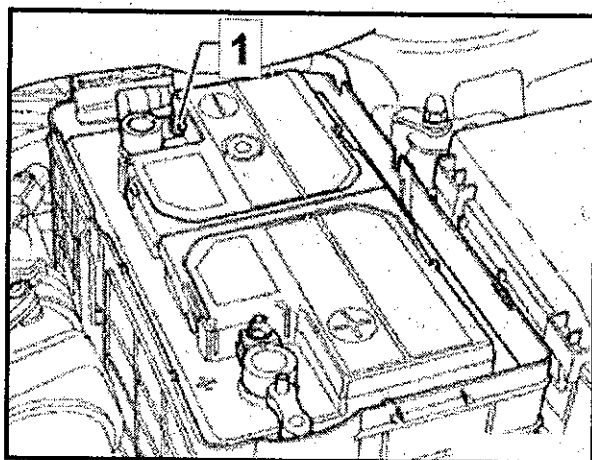
Damage to interior trim and seat is not covered under this recall action

- 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

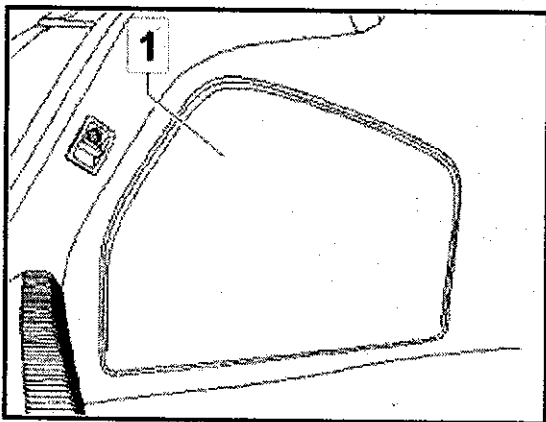


### WARNING:

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

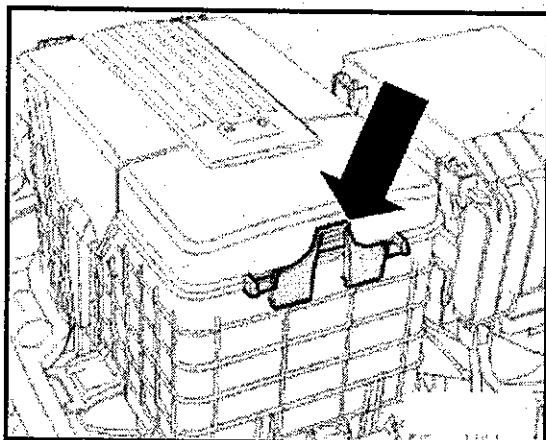
Make sure that no persons are in the vehicle

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



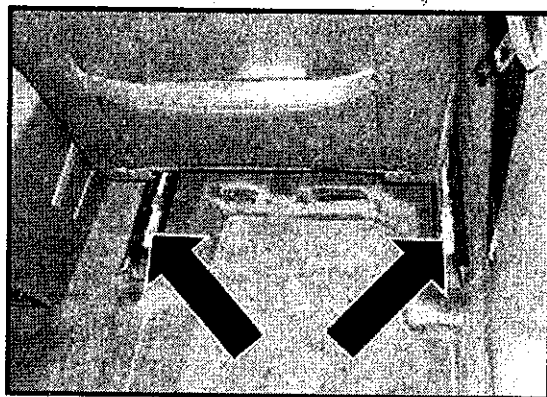
#### For 3.6L

- ⇐ 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)