

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 contact Warranty.**



Safety Recall

Code: 69i9

**Subject: 2012 – 2013 MY Beetle with Leather Sport Seats
Passenger Occupant Detection System Control Module (J706)**

December 4, 2012

Problem Description

Vehicles equipped with leather sport seats have been built with an incorrectly coded Passenger Occupant Detection System Control Module (J706) in the right front passenger location.

USA: If the leather seat gets wet and if a child restraint is secured on the right front passenger seat, the control module may not properly detect the child restraint. The right front passenger airbag will not be turned off as expected. The PASSENGER AIR BAG OFF light will *not* illuminate, alerting the driver that the passenger airbag has not been turned off.

CANADA: If the leather seat gets wet and if, despite safety warnings and provincial regulations, a child restraint is secured on the right front passenger seat, the control module may not properly detect the child restraint. The right front passenger airbag will not be turned off as expected. The PASSENGER AIR BAG OFF light will *not* illuminate, alerting the driver that the passenger airbag has not been turned off.

If the right front passenger airbag is not turned off when a child restraint is secured on the right front passenger seat, there is a risk of serious injury to the child seated there in the event of a crash with airbag deployment.

Corrective Action

Replace the Passenger Occupant Detection System Control Module (J706).

VINs & Production Dates of Affected Vehicles

NOTE:

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

U.S.A.

3VW_ _ _ AT_CM627280 – 3VW_ _ _ AT_DM800109
Produced February 2012-August 2012

Canada

3VW_ _ _ AT_CM627982 – 3VW_ _ _ AT_DM611094
Produced February 2012-August 2012

NOTE: *The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.*

Inventory Vehicle Open Campaign/Action Report or VIM

Affected vehicles are listed on the Inventory Vehicle Open Campaign/Action report under My Dealership Reports on the VW Hub, or in VIM. A list will not be posted for dealers who have no affected vehicles.

Customer Vehicles

When parts for customer vehicles become available for this campaign those vehicles will be added to the report and VIM.

Parts Information and Allocation

Inventory Vehicles

If you have inventory vehicles affected by this recall, an allocation of parts was delivered to your dealership to allow you to begin repairing these vehicles. Parts system blocks will eventually be released to allow for individual dealer orders once sufficient supply of parts becomes available. If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

Customer Vehicles

When sufficient supplies become available additional parts allocations will take place.

Owner Notification Mailing

Customer notification is anticipated when sufficient parts supplies are available. Sample copies of the owner letters are enclosed.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.vwclub.com.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **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 if this campaign is open.

Service No.: 69i9
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 3XV

Claim Type

Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Check/Updated module present. No further work required.

Repair operation: 0183 00 99 10 TU

-- OR --

Check/Updated module not present. Replace Passenger Occupant Detection System Control Module (J706).

Repair operation: 6956 55 99 70 TU

Part Number	Description	QTY
5C6959339B 00M	Passenger Occupancy Detection System Control Module	1

There is NO reimbursement for wash or loaner vehicle!

If customer refused repairs

Fax the repair order to the warranty team at (248) 754-4734 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable service number, customer information, dealer number and date.

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Safety Recall 69i9/W6
Passenger Occupant Detection System Control Module (J706)
2012- 2013 Model Year Volkswagen Beetle with Leather Sport Seats**

Dear Volkswagen Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in some 2012-2013 model year Volkswagen Beetle vehicles equipped with leather sport seats. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Vehicles equipped with leather sport seats have been built with an incorrectly coded Passenger Occupant Detection System Control Module (J706) in the right front passenger location. If the leather seat gets wet and if a child restraint is secured on the right front passenger seat, the control module may not properly detect the child restraint. The right front passenger airbag will not be turned off as expected. The PASSENGER AIR BAG OFF light will not illuminate, alerting the driver that the passenger airbag has not been turned off.

If the right front passenger airbag is not turned off when a child restraint is secured on the right front passenger seat, there is a risk of serious injury to the child seated there in the event of a crash with airbag deployment.

What Will Volkswagen Do?

To help correct this defect, dealers will replace the Passenger Occupant Detection System Control Module (J706) on affected vehicles free of charge.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule a repair appointment without delay. This work will take about one hour, and will be performed at no cost to you. 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.

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 repairs relating to the condition described in this letter, 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 of America, Inc.
Attn: Customer CARE (69i9/W6)
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-893-5298*

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 also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

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

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Safety Recall 69i9/W6
Passenger Occupant Detection System Control Module (J706)
2012- 2013 Model Year Volkswagen Beetle with Leather Sport Seats**

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 some 2012-2013 model year Volkswagen Beetle vehicles equipped with leather sport seats. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Vehicles equipped with leather sport seats have been built with an incorrectly coded Passenger Occupant Detection System Control Module (J706) in the right front passenger location. If the leather seat gets wet and if, despite safety warnings and provincial regulations, a child restraint is secured on the right front passenger seat, the control module may not properly detect the child restraint. The right front passenger airbag will not be turned off as expected. The PASSENGER AIR BAG OFF light will not illuminate, alerting the driver that the passenger airbag has not been turned off.

If the right front passenger airbag is not turned off when a child restraint is secured on the right front passenger seat, there is a risk of serious injury to the child seated there in the event of a crash with airbag deployment.

What Will Volkswagen Do?

To help correct this defect, dealers will replace the Passenger Occupant Detection System Control Module (J706) on affected vehicles free of charge.

What We Would Like You to Do

Please contact your authorized Volkswagen dealer to schedule a repair appointment without delay. This work will take about one hour, and will be performed at no cost to you. 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.

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 repairs relating to the condition described in this letter, 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 Relations (69i9/W6)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987*

We also invite you to visit our website at www.vw.ca, where you can check to see if this or any other action may be open on your vehicle.

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

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an VTA ticket using concern group “Compliance_Recall Assistance (C)”

Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5C6 959 339B 00M	Passenger Occupancy Detection System Control Module
2	CAMP 010 000	Campaign Completion Label

Required Tools:

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940)
VAS Diagnostic Tool	VAS-PC, 5051B, 5052A, 6150X (Base CD V19.01.00 and Brand DVD V19.11.01 or higher)

Work Procedure:

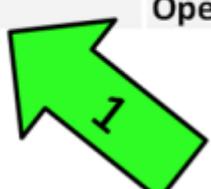
 **Tip:**
If Campaign Completion label is present, no further work required.

Section A – Identify Criteria and Check for Open Status

- Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen.

 **Tip:**
On the date of repair, print this screen and keep a copy with the repair order.

Applicable Criteria ID (s)	Campaign/Action Status
01	Open




EXAMPLE

← Ensure that the Status is “Open” <arrow 2>.

← Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and associated parts.

Continue to Section B



Section B - Module Inspection

- Adjust the passenger front seat to the fully raised position
- ⇐ Inspect the PODS module for the campaign completion label (left)
- If the campaign label is installed on the module – **Work Complete.**
- If no sticker is found, **continue to Section C.**

Section C – PODS module replacement.



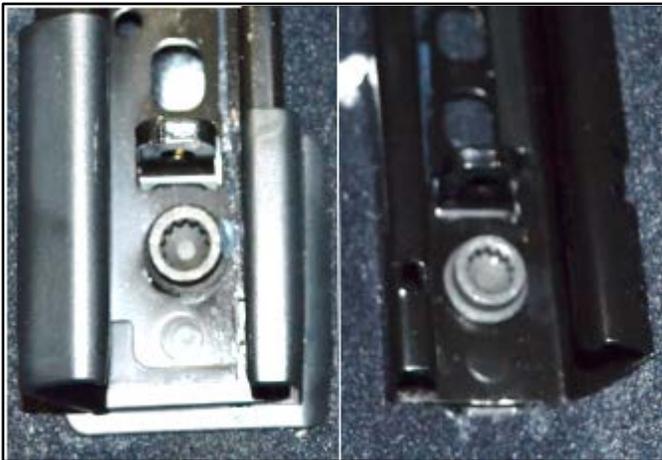
Note:

- Always reset the Passenger Occupancy Detection System (PODS) control unit – J706– with a “basic setting” after the control unit has been changed.
- The recognition components of the seat should not come into contact with any external element (oil, chemicals, water, etc.)
- The basic system configuration is possible only at temperatures between 0° and 40° C (32° and 104° F).
- During the basic setting procedure the seat must be in the full rearward position.
- Make sure no object/person is in the seat **before or during** the “Basic Setting”.
- Be sure NOT to touch the pins of the PODS control unit –J706– and the wiring connector pins during disassembly / assembly of the control unit –J706–.
- Any DTC’s stored in the Airbag Control Module which are not related to the PODS system need to be addressed prior to performing this repair.



Battery Cable Removal

- Remove and secure the negative battery cable.



Passenger Front Seat Removal

- Position the seat in the full rearward, and fully lowered position.
- Remove both front mounting bolts.



Warning: It is only necessary to use hand tools to remove the seat. **DO NOT** remove seat mounting bolts with an impact wrench, air ratchet, etc. as this may result in accidental airbag deployment. Any unintended airbag/pyrotechnic device deployment is not covered under this action.



- Adjust the seat to the full forward, and fully raised position.
- Remove both rear mounting bolts.



Tip: Leave the seat fully forward and fully raised to provide easier access to the PODS module for removal in the next steps.



 Note: It is not necessary to fully remove the seat from the vehicle.

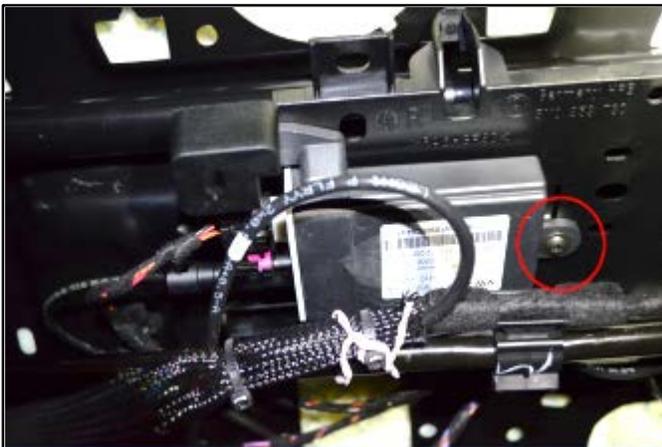
- Tilt the seat rearward and rest it on the rear seat. This will provide access to the PODS module.



Removing Electrical Connections

- ⇐ Disconnect both connectors from the PODS module <circle>.

 Note: These connectors are equipped with seals which prevent moisture from penetrating the connection. Be sure to properly route and align the harness connectors prior to reinstallation so it is only necessary to disconnect each connector one time.



PODS Module Replacement

- ⇐ Remove mounting bolt <circle>.
- Remove the PODS module from the bottom of the seat.



- Fill out and affix Campaign Completion Label part number CAMP 010 000 to the PODS module prior to installation.

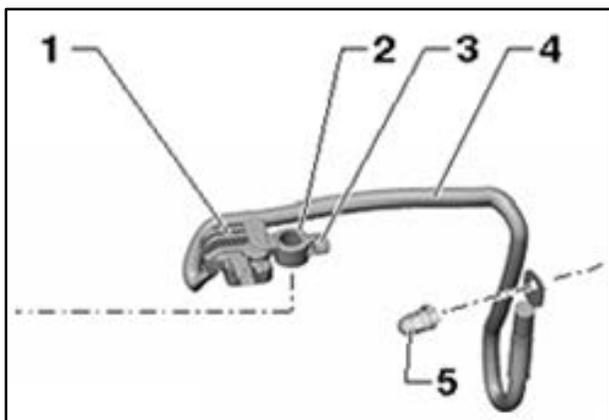
 Position the label so the part number on the module itself is not covered.

- Install PODS module P/N: 5C6.959.339.B 00M
- Torque Mounting Bolt to 1.5 Nm

Reassembly

- Reinstall and secure PODS module electrical connections.
- Set the passenger seat back into position.
- Reinstall both rear mounting bolts and **torque to 40 Nm.**
- Adjust the seat to the full rearward and fully lowered position.
- Reinstall both front mounting bolts and **torque to 40 Nm.**

 The seat **MUST** remain in the full rearward position to perform basic settings.

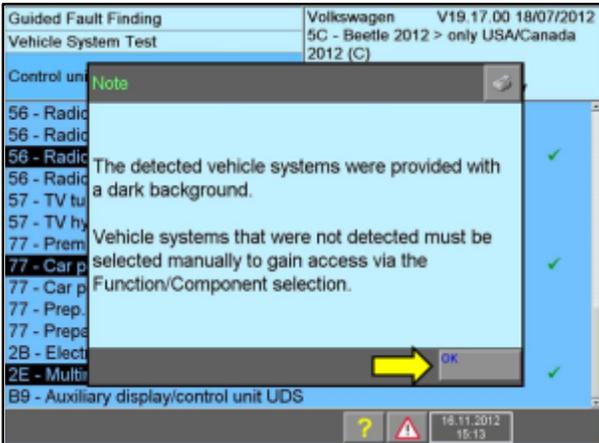


- Reconnect negative battery cable
 - If the cable was removed from the battery terminal itself (3), **torque to 6 Nm.**
- If the cable was removed from the body-mounted ground stud (5), **torque to 20 Nm.**

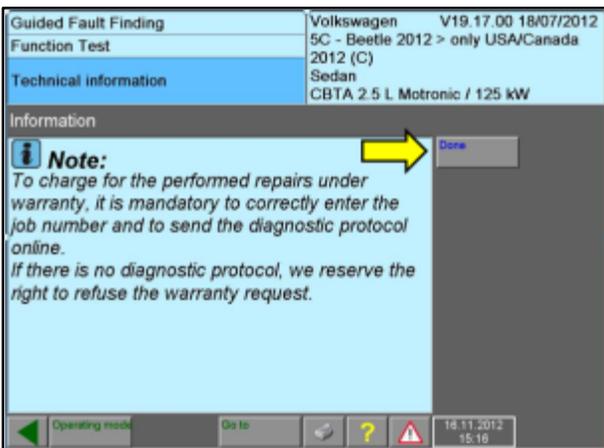
 **Warning:** If pyrotechnic components (i.e. airbag, PODS module, seatbelt tensioner, etc.) are not repaired correctly they can deploy unintentionally when the battery is reconnected. There **MUST** be no occupants in the vehicle when reconnecting the battery cable.

Section D – PODS System Basic Settings.

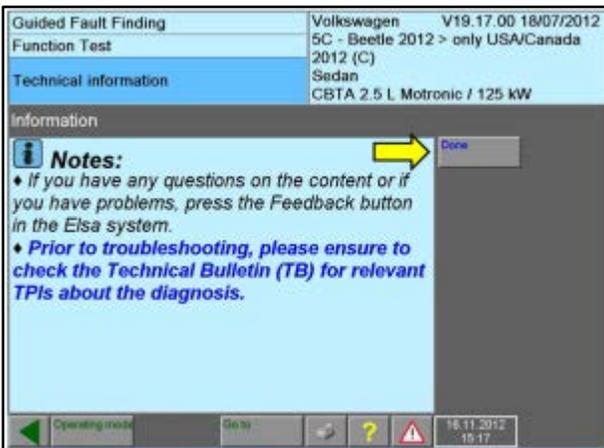
- Scan the vehicle using Guided Fault Finding.
- ⇐ When the scan is complete, and the message shown (left) is displayed, select “ok” <arrow>.



- ⇐ Select “Done” <arrow>.

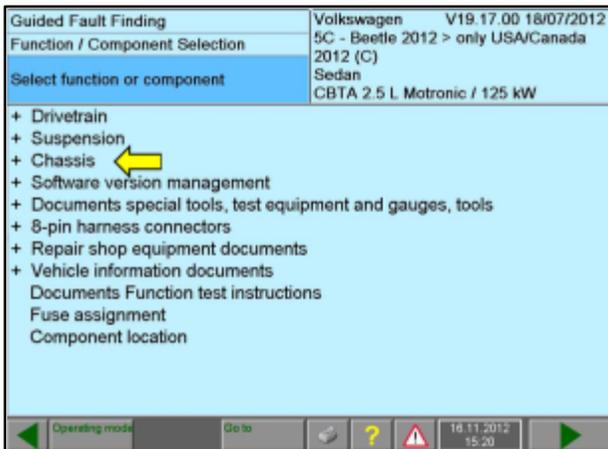


- ⇐ Select “Done” <arrow>.

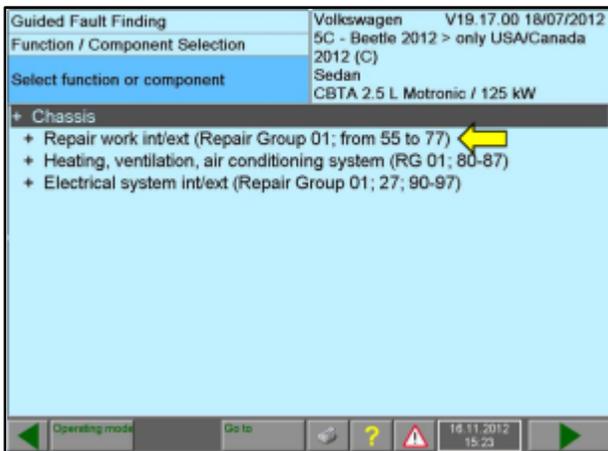




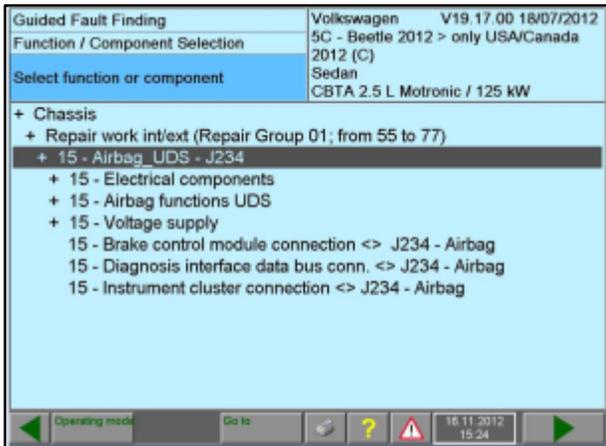
- ⇐ Select "Go to" button <arrow>.
- Select "Function/Component Selection"



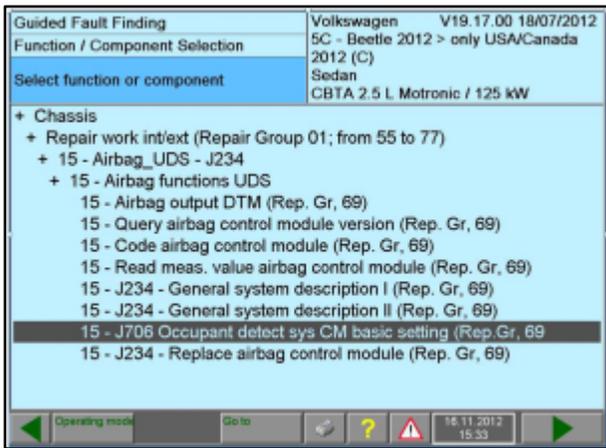
- ⇐ Select "Chassis" <arrow>.



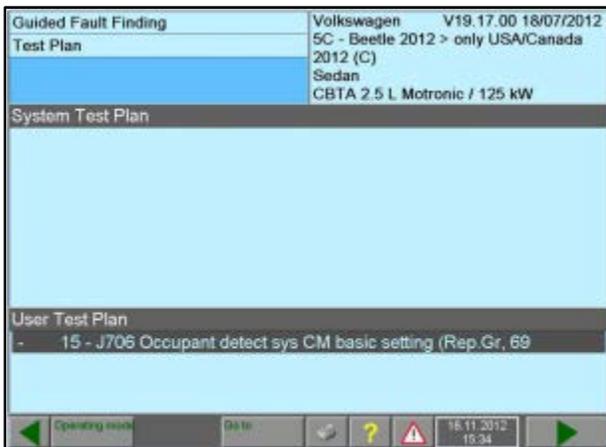
- ⇐ Select "Repair work int/ext" <arrow>.



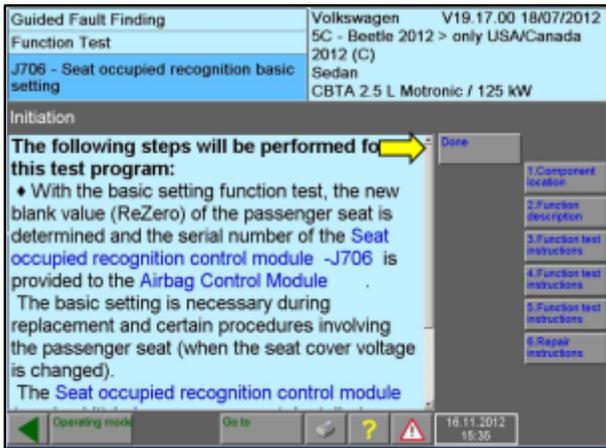
⇐ Select “15-Airbag_ UDS – J234”.



⇐ Select “15 – J706 Occupant detect sys CM basic setting”

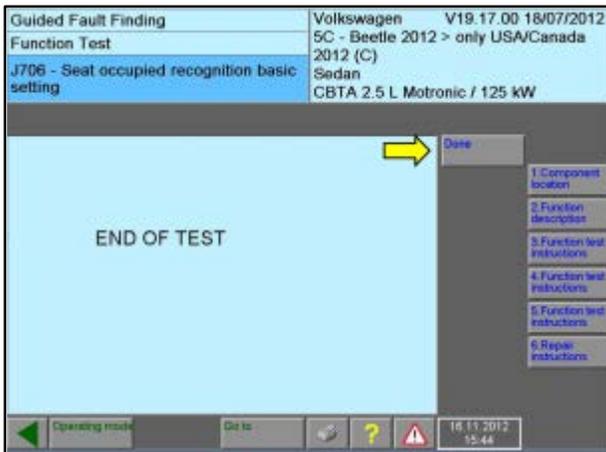


⇐ Select “15 – J706 Occupant detect sys CM basic setting”.



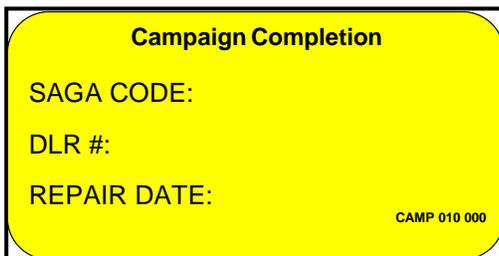
- ◀ Select “Done” <arrow>.
- This will initiate the basic setting test plan for the PODS module. Follow the on screen directions and complete the test plan.

 Warning: Read the information and adhere to **ALL** warnings listed in the test plan.



- When the test plan is complete a confirmation message will be displayed.
- ◀ Select “Done” <arrow>.

Work Complete.



Section E – Campaign Completion Label and Parts Return/Disposal

- Open hood.

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).

- Close hood.

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

ALL WORK IS COMPLETE