



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: November 16, 2015

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Safety Recall 69L6 – Passenger Occupant Detection System (PODS) Control Module  
Certain 2015 MY Volkswagen Golf, Jetta & e-Golf Vehicles

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

On November 17, 2015 repairs can begin for vehicles affected by Safety Recall code 69L6. Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Due to the small vehicle population and VIN-specific ordering for this recall, there will not be a parts allocation. Parts are controlled via Special Services, utilizing a dealer order block. In order to obtain parts, dealers provide the Special Services team with a valid VIN showing the open campaign in Elsa. Special Services validates the open campaign and part for the VIN, and then provides the part to the dealer. Special Services can be contacted via email at: [vwoaspecialservices@vw.com](mailto:vwoaspecialservices@vw.com).

### IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

**New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.**

**Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.**

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>Safety Recall</b>	
<b>SAGA CODE</b>		<b>69L6</b>	
<b>MARKET(S)</b>		United States and Canada	
<b>AFFECTED VEHICLES</b>		Certain 2015 MY Volkswagen Golf, Jetta & e-Golf vehicles	
<b>TOPIC</b>		Passenger Occupant Detection System (PODS) Control Module	
<b>PROBLEM DESCRIPTION</b>		<p>The Passenger Occupant Detection System (PODS) detects and classifies occupants on the front passenger seat.</p> <p>In some vehicles, an electro-magnetic coil inside the PODS control module was manufactured with improper insulation between the coil layers which can cause the characteristics of the coil to change over time. In turn, the PODS control module may not properly classify a front passenger seat occupant, or it may completely fail. Should this occur, vehicle occupants will be alerted of a problem by illumination of the airbag monitoring light or by false indication of the Passenger Airbag OFF indicator. In this situation, a front passenger seat occupant risks injury in a crash because a malfunctioning PODS system may not make the correct airbag deployment decision for the type of occupant seated there.</p> <p>The passenger airbag system setting is always correctly displayed by the Passenger Airbag OFF indicator, and when the passenger airbag system changes state, the indicator flashes for several seconds, alerting vehicle occupants to the status change.</p>	
<b>CORRECTIVE ACTION</b>		Replace the PODS control module	
<b>PRECAUTIONS</b>		Customers are advised that, until this recall repair has been performed, not to allow anyone to use the front passenger seat in their vehicle. Additionally, if the airbag light in the vehicle comes on, or if the airbag light is currently on, or if the Passenger Airbag OFF light is not functioning correctly, to contact the nearest Volkswagen dealer or qualified workshop to have the vehicle inspected/repaired <u>without delay</u> .	
<b>DEALERSHIP REQUIREMENTS – E-GOLF</b>		For e-Golf vehicles affected by this recall, this repair must only be performed by an authorized Volkswagen dealership that has been certified to conduct repairs on e-Golf vehicles.	
<b>CUSTOMER NOTIFICATION DATE</b>		On or about November 20, 2015	
<b>ELSA VISIBILITY DATE</b>		On or about November 17, 2015	
<b>OMD Web VISIBILITY DATE</b>		On or about November 17, 2015	
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA: 993</b>	<b>CANADA: 356</b>
	<b>DEALER INVENTORY</b>	<b>USA: 21</b>	<b>CANADA: 23</b>
	<b>CPO INVENTORY</b>	<b>USA: 2</b>	<b>CANADA: 1</b>
<b>APPROXIMATE REPAIR TIME</b>		Up to 70 TU	

**IMPORTANT!** To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



<b>PARTS REQUIRED</b>	SEE WORK PROCEDURE
<b>INITIAL PARTS ALLOCATION DATE</b>	Due to the small vehicle population and VIN-specific ordering for this recall there will <u>not</u> be a parts allocation. Parts are controlled via Special Services, utilizing a dealer order block. In order to obtain parts, dealers provide the Special Services team with a valid VIN showing the open campaign in Elsa. Special Services validates the open campaign and part for the VIN, and then provides the part to the dealer. Special Services can be contacted via email at: <a href="mailto:vwoaspecialservices@vw.com">vwoaspecialservices@vw.com</a> .
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><u>New Vehicles in Dealer Inventory:</u></b> 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.</p> <p><b><u>Pre-Owned Vehicles in Dealer Inventory:</u></b> Dealers are requested not to deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p>

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