



## Frequently Asked Questions (FAQ)

### SUMMARY

**Campaign Code: 69L6**

**Affected Vehicles: Certain 2015 MY Volkswagen Golf, Jetta and e-Golf vehicles**

**Problem Description:** The Passenger Occupant Detection System (PODS) detects and classifies occupants on the front passenger seat.

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.

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.

**Corrective Action:** Replace the PODS control module

**Precautions:** 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 without delay.

**Dealership Requirements – e-Golf:** 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.

### 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.

**What does the driver experience with this issue?**

The Passenger Occupant Detection System (PODS) may not detect or correctly classify occupants on the front passenger seat.

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.

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.

No accidents or injuries related to this issue have been reported.

**Are there any precautions that customers should take prior to having this campaign performed?**

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 without delay.

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Volkswagen dealer without delay.

**Is a loaner vehicle or towing assistance being covered under this action?**

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign. Dealers placing customers into loaner vehicles should refer to the Mobility Program Loaner Vehicle Claim Instructions VWS-14-01.

**What should dealers do if they have any affected vehicles in inventory?**

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

**How should customers seeking reimbursement for out-of-pocket expenses be addressed?**

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Volkswagen, and is not something that a dealership would address. Customers can also contact Volkswagen Customer CARE/Relations directly with any questions they may have regarding reimbursement.

**What is the parts allocation plan for this action?**

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).

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**FOR USA ONLY:**

**[vw.com VIN Lookup Tool Visibility](#) / [NHTSA safercar.gov VIN Lookup Tool Visibility](#)**

On or about **November 17, 2015**, the campaign code will appear for affected vehicles in both the [vw.com](#) and the NHTSA [safercar.gov](#) VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the **Look Up Recalls** link at [www.vw.com](#) and entering the Vehicle Identification Number (VIN).

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