



Safety Recall

Code: 69L6

Subject	Passenger Occupant Detection System (PODS) Control Module
Release Date	November 17, 2015
Affected Vehicles	U.S.A. & CANADA: 2015 MY Golf, Jetta, e-Golf <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
Problem Description	<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>
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 <u>without delay</u> .
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.
Parts Information	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 .
Code Visibility	<p>On or about November 17, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about November 17, 2015, this campaign code will show open on affected vehicles in Elsa.</p>

On or about November 17, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov.

Owner Notification

Owner notification will take place on or about November 20, 2015. Owner letter examples are included in this bulletin for your reference.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL

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.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vw.com.

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	69L6																																																							
Damage Code	0099																																																							
Parts Vendor Code	WWO																																																							
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																																																							
Causal Indicator	Mark Passenger Occupant Detection System (PODS) module as causal part*																																																							
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																																																							
Criteria I.D.	01-16																																																							
	Replace PODS Control Module. Labor operation: 6956 55 99 70 T.U.																																																							
	<table border="1"> <thead> <tr> <th>Criteria</th> <th>Part Number</th> <th>QTY</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>01</td><td>4M0959339A 03E*</td><td>1</td><td rowspan="16">PODS Control Module</td></tr> <tr><td>02</td><td>4M0959339A 03C*</td><td>1</td></tr> <tr><td>03</td><td>4M0959339A 03F*</td><td>1</td></tr> <tr><td>04</td><td>4M0959339A 03K*</td><td>1</td></tr> <tr><td>05</td><td>4M0959339A 03U*</td><td>1</td></tr> <tr><td>06</td><td>4M0959339A 03A*</td><td>1</td></tr> <tr><td>07</td><td>4M0959339A 039*</td><td>1</td></tr> <tr><td>08</td><td>4M0959339A 02Z*</td><td>1</td></tr> <tr><td>09</td><td>4M0959339A 032*</td><td>1</td></tr> <tr><td>10</td><td>4M0959339A 03R*</td><td>1</td></tr> <tr><td>11</td><td>4M0959339A 03V*</td><td>1</td></tr> <tr><td>12</td><td>4M0959339A 038*</td><td>1</td></tr> <tr><td>13</td><td>4M0959339A 037*</td><td>1</td></tr> <tr><td>14</td><td>4M0959339A 036*</td><td>1</td></tr> <tr><td>15</td><td>4M0959339A 031*</td><td>1</td></tr> <tr><td>16</td><td>4M0959339A 035*</td><td>1</td></tr> </tbody> </table>	Criteria	Part Number	QTY	Description	01	4M0959339A 03E*	1	PODS Control Module	02	4M0959339A 03C*	1	03	4M0959339A 03F*	1	04	4M0959339A 03K*	1	05	4M0959339A 03U*	1	06	4M0959339A 03A*	1	07	4M0959339A 039*	1	08	4M0959339A 02Z*	1	09	4M0959339A 032*	1	10	4M0959339A 03R*	1	11	4M0959339A 03V*	1	12	4M0959339A 038*	1	13	4M0959339A 037*	1	14	4M0959339A 036*	1	15	4M0959339A 031*	1	16	4M0959339A 035*	1		
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The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2015 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (USA Golf/Jetta)

This notice applies to your vehicle: <VIN>

NHTSA : <INSERT NUMBER>

**Subject: Safety Recall 69L6 – Passenger Occupant Detection System (PODS) Control Module
Certain 2015 Model Year Volkswagen Golf and Jetta Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Volkswagen Golf and Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

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 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.

What will we do?

To help correct this defect, your authorized Volkswagen dealer will replace the PODS control module in your vehicle. This work will take about two hours to complete and will be performed for you free of charge. Your dealer will need to order a replacement control module specifically for your vehicle, and it may take a few days for this part to arrive at the dealership.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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

Until this recall repair has been performed, do not allow anyone to use the front passenger seat in your vehicle. Additionally, if the airbag light in your vehicle comes on, or if the airbag light is currently on, or if the Passenger Airbag OFF light is not functioning correctly, contact your nearest Volkswagen dealer or qualified workshop to have the vehicle inspected/repaired without delay.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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, please refer to the enclosed form that explains how to request reimbursement.

Can we assist you further?

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, or if you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 6PM (local time) by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

**Checking your vehicle
for open Recalls and
Service Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the **Look Up Recalls** link at www.vw.com and enter your Vehicle Identification Number (VIN) into the **Recall/Service Campaign Lookup** tool. As always, if you have any questions or if you need additional assistance, please contact Customer CARE or your authorized Volkswagen dealer.

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 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.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (USA e-Golf)

This notice applies to your vehicle: <VIN>

NHTSA : <INSERT NUMBER>

**Subject: Safety Recall 69L6 – Passenger Occupant Detection System (PODS) Control Module
Certain 2015 Model Year Volkswagen e-Golf Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Volkswagen e-Golf vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

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 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.

What will we do?

To help correct this defect, your authorized Volkswagen e-Golf dealer will replace the PODS control module in your vehicle. This work will take about two hours to complete and will be performed for you free of charge. Your dealer will need to order a replacement control module specifically for your vehicle, and it may take a few days for this part to arrive at the dealership.

What should you do?

Please contact your authorized Volkswagen e-Golf dealer without delay to schedule this recall repair. 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

Until this recall repair has been performed, do not allow anyone to use the front passenger seat in your vehicle. Additionally, if the airbag light in your vehicle comes on, or if the airbag light is currently on, or if the Passenger Airbag OFF light is not functioning correctly, contact your nearest Volkswagen e-Golf dealer or qualified workshop to have the vehicle inspected/repaired without delay.

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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.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69L6 – Passenger Occupant Detection System (PODS) Control Module
Certain 2015 Model Year Volkswagen Golf and Jetta Vehicles**

Dear Volkswagen Owner,

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 certain 2015 model year Volkswagen Golf and Jetta vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? 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 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.

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What will we do? To help correct this defect, your authorized Volkswagen dealer will replace the PODS control module in your vehicle. This work will take about two hours to complete and will be performed for you free of charge. Your dealer will need to order a replacement control module specifically for your vehicle, and it may take a few days for this part to arrive at the dealership.

What should you do? Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. 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 Until this recall repair has been performed, do not allow anyone to use the front passenger seat in your vehicle. Additionally, if the airbag light in your vehicle comes on, or if the airbag light is currently on, or if the Passenger Airbag OFF light is not functioning correctly, contact your nearest Volkswagen dealer or qualified workshop to have the vehicle inspected/repaired without delay.

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Reimbursement of Expenses If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

Can we assist you further? 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 (69L6)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-8987
www.vw.ca

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.

Sincerely,

Volkswagen Customer Protection

ATTENTION!
Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

Required Parts

Criteria	Part Number	QTY	Description
01	4M0959339A 03E	1	PODS Control Module
02	4M0959339A 03C	1	
03	4M0959339A 03F	1	
04	4M0959339A 03K	1	
05	4M0959339A 03U	1	
06	4M0959339A 03A	1	
07	4M0959339A 039	1	
08	4M0959339A 02Z	1	
09	4M0959339A 032	1	
10	4M0959339A 03R	1	
11	4M0959339A 03V	1	
12	4M0959339A 038	1	
13	4M0959339A 037	1	
14	4M0959339A 036	1	
15	4M0959339A 031	1	
16	4M0959339A 035	1	

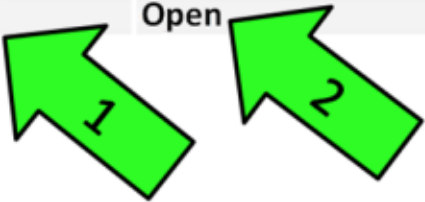
Required Tools

	<ul style="list-style-type: none"> • VAG 1331 – Torque Wrench, 5-50 Nm (or equivalent)
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The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2015 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Work Procedure

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



EXAMPLE

TIP

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

Section A – Check for Previous Repair

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

TIP

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

- 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 corresponding parts associated

Proceed to Section B

Section B – Passenger Occupant Detection System Module (PODS) Replacement

PODS Module Removal

WARNING

Prior to handling pyrotechnic components (i.e. disconnecting the PODS module connector), the technician must discharge static electricity. This can be done by briefly touching the door striker pin or other grounded surface on the vehicle.

NOTE

- On e-Golf vehicles, the High Voltage Battery must be disabled via the maintenance connector prior to beginning this procedure.
- The passenger occupant detection system pressure sensor and the Front Passenger Seat Heating Element –Z8- are a shared component.
- This equipment level is only installed on vehicles released in the North American market.

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.

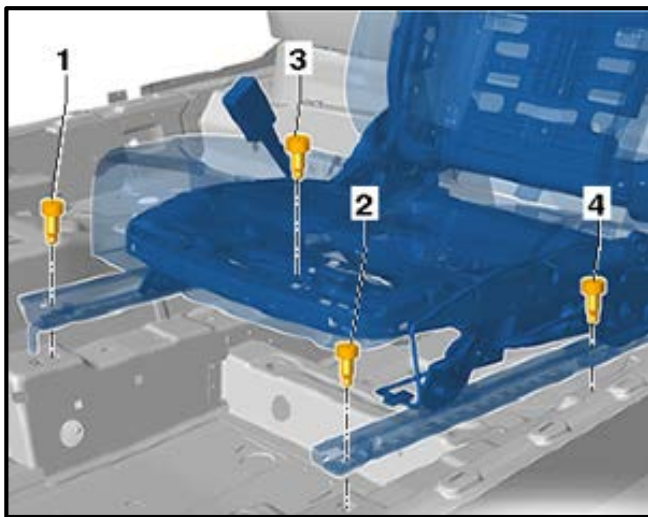
NOTE

The following steps are performed on/near the passenger front seat.

- Move the headrest to the fully-lowered position.
- If equipped, remove the drawer from beneath the seat.
- Raise the seat height adjustment to highest position.
- Move the seat to the full-forward position.



- If equipped, release the plastic insert as shown <arrow>, and remove the insert from the seat track.

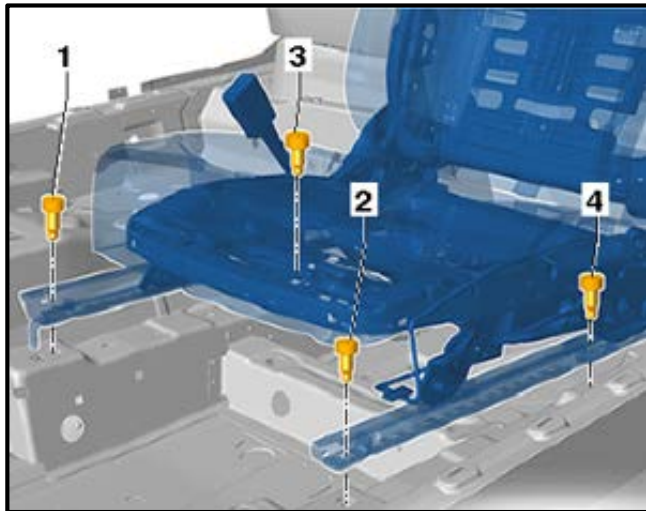


- Remove the rear mounting bolts from the seat <3 and 4>.
- Move the seat to full-rearward position.



- Open the hood.
- Open/remove the battery cover.
- Disconnect and isolate the battery ground cable <as shown>.

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



TIP

Leave the seat in the fully rearward and fully raised position to provide easier access to the PODS module for removal in the following steps.

- Remove the front mounting bolts <1 and 2>.
- Tilt the seat rearward and allow it to rest on the rear bench seat. This will provide access to the PODS module.

CAUTION

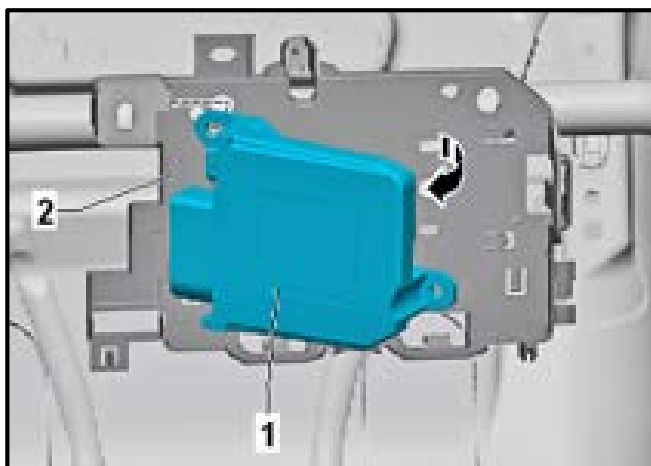
When tilting the passenger seat rearward, do not over extend the wiring harness between the seat and the floor. Damage to the wiring harness is not covered under this action.



NOTE

The components pictured can vary in form and appearance from the present vehicle. However the assembly and functionality are identical.

- Remove the connector <arrow> from the PODS module.
- Remove the mounting screw <circle>.



- Remove the PODS module <1> from the bracket <2> as shown <direction of arrow>.



PODS Module Installation

- Install the replacement PODS module, P/N: 4M0959339A in the bracket as shown.

NOTE

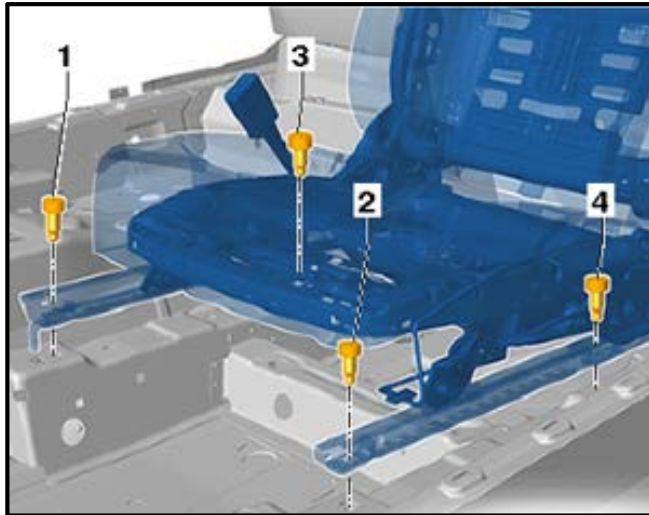
Part numbers are tagged with a specific criteria based on the color code. Please ensure that the correct part number for the VIN is installed. See required parts chart on page 7.

- Install and torque the mounting screw <circle> to 1.5 Nm.
- Reconnect the PODS module connector <arrow>.

NOTE

When reconnecting the PODS module connector, an audible “click” must be heard to ensure the connector is fully seated.

- Reinstall the passenger front seat.
- Torque the mounting bolts <1 through 4> to 40 Nm.
- Switch the ignition ON.
- Reconnect the vehicle battery.
- Reinstall/close the battery cover.



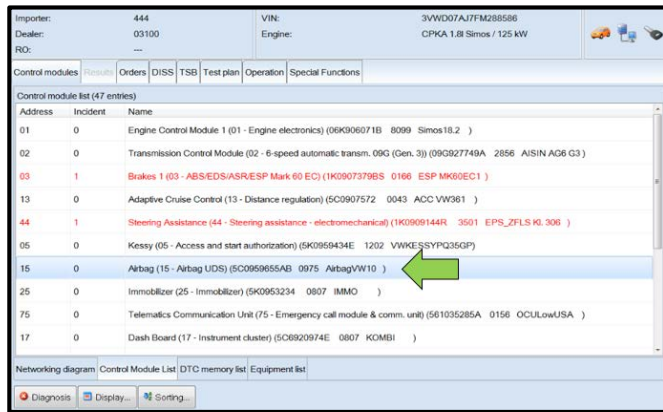
WARNING

The ignition must be on when connecting the battery. If pyrotechnic components (for example, airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. There must not be anyone in the vehicle interior when connecting the battery.

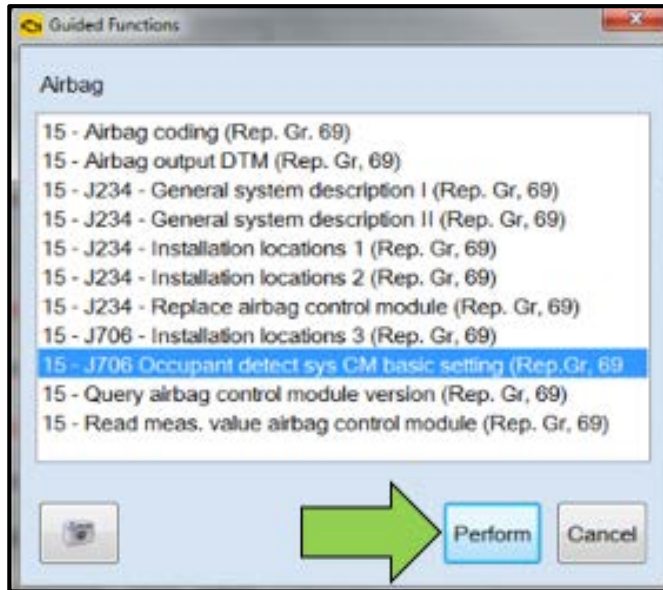


PODS System Basic Settings

- Connect the VAS6150C (or equivalent) to the vehicle.
- Select the “Diagnosis” operating mode <arrow>.
- Select “Starting Diagnosis” <circle>.
- Follow the on-screen directions and perform a GFF scan of the vehicle.



- From the Control Module List, right click on “Airbag (15-Airbag UDS)” <arrow>.
- Select “Guided Functions” from the drop down list that appears.



- From the “Guided Functions” menu, select “J706 Occupant detect sys CM basic setting” <as shown>.
- Select “Perform” <arrow>.
- Follow the on-screen directions to complete the basic settings procedure.
- Once basic settings are complete, exit GFF and clear all DTCs.
- Reset relevant vehicle settings (i.e. one-touch windows, clock, etc.)

Proceed to Section C

Section C – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open the hood.

Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

i TIP

Ensure Campaign Completion label does not cover any existing label(s).

- Close the hood.

Parts Return/Disposal

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

ALL WORK IS COMPLETE