



# Safety Recall

## Code: 69M5

Subject	Airbag Control Unit (Occupant Restraint Controller (ORC Module))
Release Date	December 20, 2016
Affected Vehicles	<b>U.S.A. &amp; CANADA: 2009 MY Volkswagen Routan</b> <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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>
Problem Description	The airbag control unit (Occupant Restraint Controller/ORC module) in certain vehicles may corrode and fail. If the airbag control unit fails, the airbags may not deploy in the event of a crash, increasing the risk of occupant injury. Additionally, the airbags may inadvertently deploy, increasing the risk of a crash.
Corrective Action	Replace the ORC module.
Precautions	If the airbag warning lamp comes on, customers should make an appointment with an authorized Volkswagen dealer to have the vehicle inspected <u>without delay</u> .
Parts Information	Due to the low volume and age of the vehicles involved, no parts will be allocated. If parts are needed to support a vehicle repair, submit your request with VIN via email to <a href="mailto:vwoaspecialservices@vw.com">vwoaspecialservices@vw.com</a> . Dealers should keep this in mind when scheduling to ensure a part is available when the customer arrives for their scheduled repair appointment.
Code Visibility	On or about December 20, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vwclub.com">www.vwclub.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.
Owner Notification	Owner notification will take place in December 2016. Owner letter examples are included in this bulletin for your reference.
Additional Information	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <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 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p> <p>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 <a href="http://www.vwclub.com">www.vwclub.com</a>.</p>

### 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.

<b>Service Number</b>	69M5						
<b>Damage Code</b>	0099						
<b>Parts Vendor Code</b>	USM						
<b>HST Number (Required)</b>	CRM2043541						
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90						
<b>Causal Indicator</b>	Mark Occupant Restraint Control (ORC) Module as causal part*						
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action						
<b>Criteria I.D.</b>	01						
	<div>Replace Occupant Restraint Control (ORC) Module</div> <div>Labor operation:      6953 23 99                      80 T.U.</div> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>7B0959605AB</td><td>Occupant Restraint Control (ORC) Module*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	7B0959605AB	Occupant Restraint Control (ORC) Module*
Quantity	Part Number	Description					
1.00	7B0959605AB	Occupant Restraint Control (ORC) Module*					

## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: 16V083

**Subject: Safety Recall 69M5 - Airbag Control Unit (Occupant Restraint Controller (ORC Module))  
Certain 2009 Model Year Volkswagen Routan 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 2009 Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	The airbag control unit (Occupant Restraint Controller/ORC) in certain vehicles may corrode and fail. If the airbag control unit fails, the airbags may not deploy in the event of a crash, increasing the risk of occupant injury. Additionally, the airbags may inadvertently deploy, increasing the risk of a crash.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will replace the airbag control unit (ORC module). This work will take less than two hours to complete and will be performed for you free of charge.
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit <a href="http://www.vw.com">www.vw.com</a> and click on the "Owners" link to locate a dealer near you and schedule this service online.
<b>Precautions you should take</b>	If the airbag warning lamp in your vehicle comes on, make an appointment with your authorized Volkswagen dealer to have the vehicle inspected <u>without delay</u> .
<b>Lease vehicles and address changes</b>	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.
<b>Reimbursement of Expenses</b>	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.
<b>Can we assist you further?</b>	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 reach out to us using your preferred method of communication at <a href="http://www.vw.com/contact">www.vw.com/contact</a> or by calling 1 800-893-5298. Our phone team is available Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST.
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the <b>Look Up Recalls</b> link at <a href="http://www.vw.com">www.vw.com</a> and enter your Vehicle Identification Number (VIN) into the <b>Recall/Service Campaign Lookup</b> tool.

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 (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69M5 - Airbag Control Unit (Occupant Restraint Controller (ORC Module))  
Certain 2009 Model Year Volkswagen Routan 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 2009 model year Volkswagen Routan vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	The airbag control unit (Occupant Restraint Controller/ORC) in certain vehicles may corrode and fail. If the airbag control unit fails, the airbags may not deploy in the event of a crash, increasing the risk of occupant injury. Additionally, the airbags may inadvertently deploy, increasing the risk of a crash.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will replace the airbag control unit (ORC module). This work will take less than two hours to complete and will be performed for you free of charge.
<b>What should you do?</b>	Please contact your authorized Volkswagen dealer without delay to schedule this recall repair.
<b>Precautions you should take</b>	If the airbag warning lamp in your vehicle comes on, make an appointment with your authorized Volkswagen dealer to have the vehicle inspected <u>without delay</u> .
<b>Lease vehicles and address changes</b>	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.
<b>Reimbursement of Expenses</b>	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.
<b>Can we assist you further?</b>	If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at <a href="http://www.vw.ca">www.vw.ca</a> .

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

## NOTE

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.

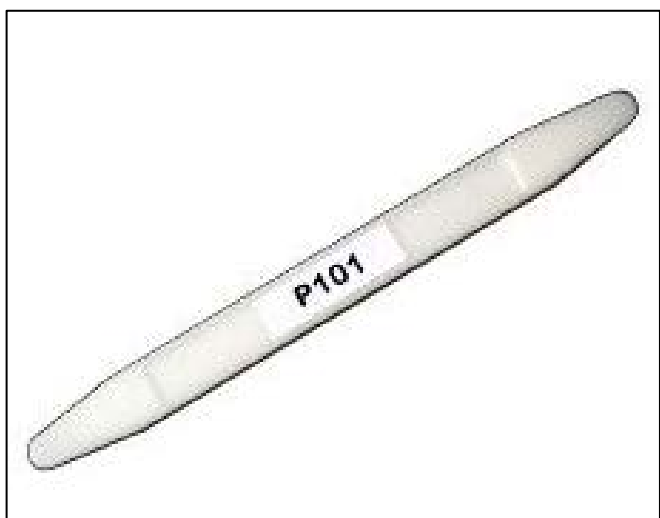
## Required Parts

Criteria	Quantity	Part Number	Part Description
01	1	7B0959605AB	Occupant Restraint Control (ORC) Module

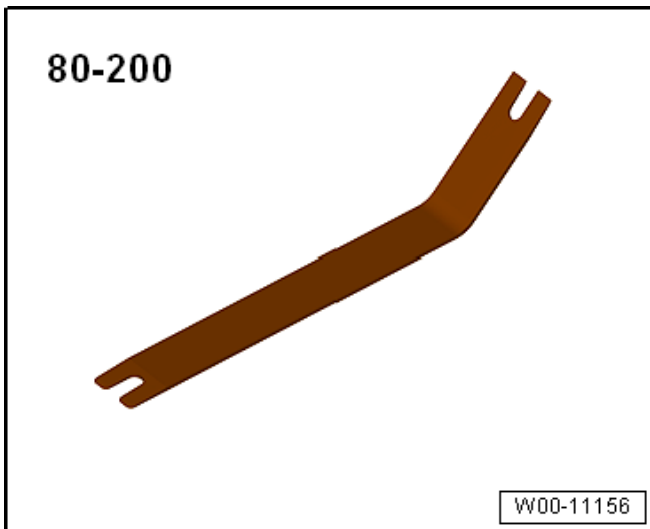
## Required Tools



- VWMICROPOD – Volkswagen microPod II kit (or equivalent).
- wiTECH™ desktop client.



- RMCP 101 – Trim Removal Wedge (or equivalent).





- Pry Lever -80-200- (or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

#### TIP

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

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

**EXAMPLE**

- 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.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B**

## Section B – Removal of Occupant Restraint Controller (ORC Module)

### WARNING

Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.

### WARNING

To avoid serious or fatal injury on vehicles equipped with side curtain airbags, disable the SRS before attempting any occupant restraint controller diagnosis or service. The ORC contains a rollover sensor, which enables the system to deploy the side curtain airbags in the event of a vehicle rollover event. If an ORC is accidentally rolled during service while still connected to battery power, the side curtain airbags will deploy.

Disconnect the negative battery cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

### WARNING

To avoid serious or fatal injury, never strike or drop the ORC, as it can damage the impact sensor or affect its calibration. The ORC contains the impact sensor, which enables the system to deploy the SRS components. If an ORC is accidentally dropped during service, the module must be scrapped and replaced with a new unit. Failure to observe this warning could result in accidental, incomplete, or improper SRS component deployment.

### NOTE

Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.



- Record all radio presets.
- Loosen the negative battery cable clamp nut <arrow>.
- Remove the negative battery cable clamp <arrow> from the negative battery post.
- Wait two minutes for the system capacitor to discharge before further service.

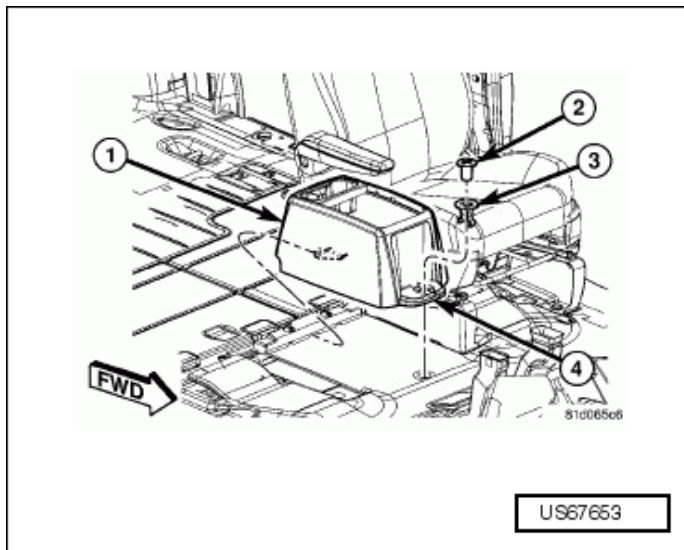
### WARNING

Make sure the battery has been disconnected before continuing to the next step. Failure to disconnect the battery can result in airbag deployment.

### NOTE

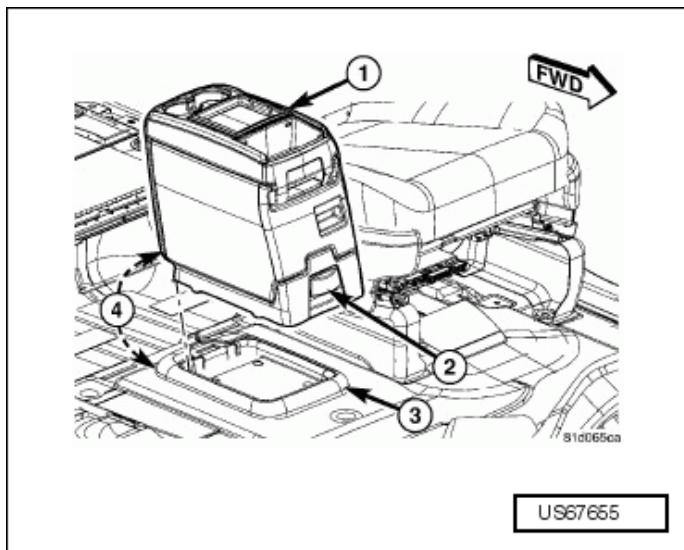
When working in cold weather environments, it may be necessary to allow plastic trim pieces to warm before removing.





#### Removal of Floor Console, Base Model:

- Remove the front plug <2> and clip <3>.
- Slide the console <1> forward while lifting slightly to clear the rear load floor hook.
- Remove the floor console <1>.

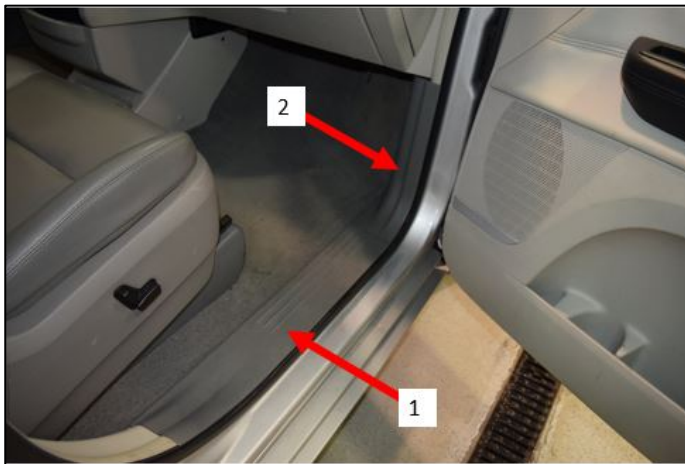


#### Removal of Floor Console, Premium Model:

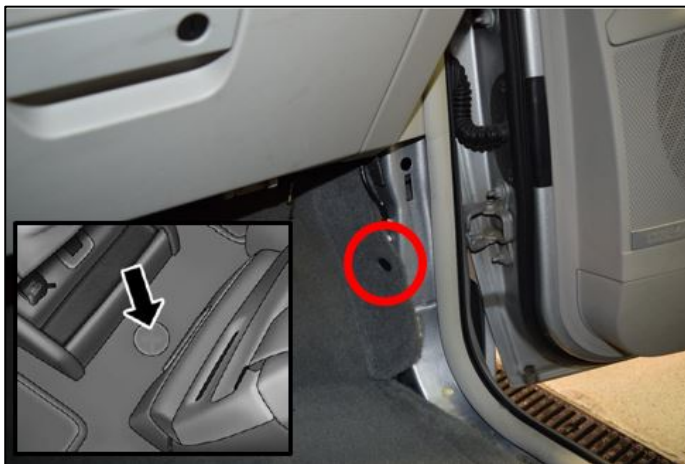
- Pull up on the bottom release handle <2> in the front of the console <1>.
- Lift the rear of the console <4>.
- Pull rearward to disengage the console from floor and remove console.



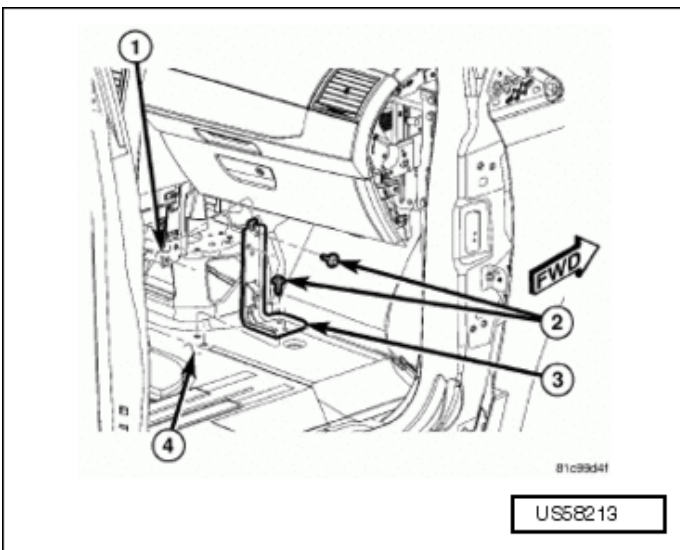
- Remove the four push pin retainers <arrows>, two on each side.
- Slide instrument panel console rearward and disconnect electrical connectors.
- Remove the instrument panel console.



- Remove passenger side rocker trim <1> and A-pillar trim <2> using RMCP 101 – Trim Removal Wedge (or equivalent).
- Move passenger side front seat to the most rearward position.



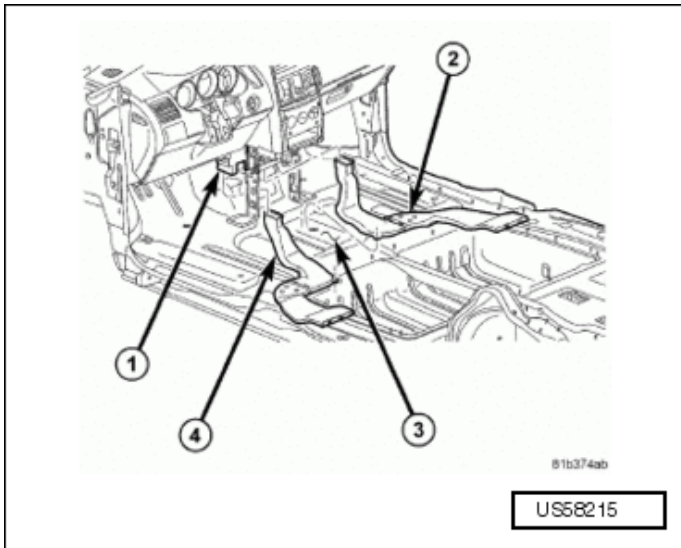
- Remove push pin <circle> using Pry Lever - 80-200- (or equivalent).
- Remove spare tire lowering bolt cover <arrow>.
- Pull passenger side carpet back to access the floor duct and instrument panel support bracket.



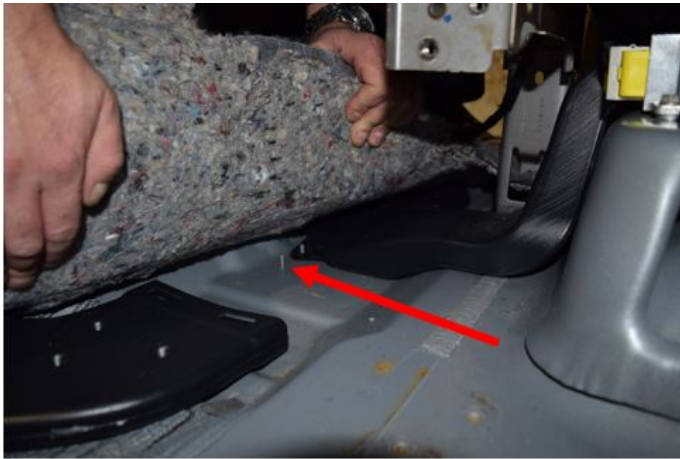
### **⚠ WARNING**

Risk of injury. The instrument panel bracket edges are very sharp. Use care when working around the brackets. Wrap shop rags around the brackets as needed.

- Remove the bolts <2> from passenger side instrument panel center support bracket <3>.
- Remove the bracket.



- Disengage the front section of duct <2> from the stud located on the floor.

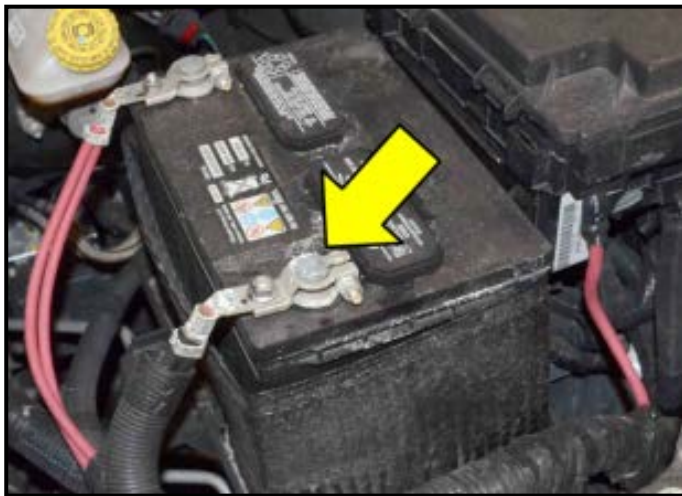


- Location of duct retaining stud <arrow>.



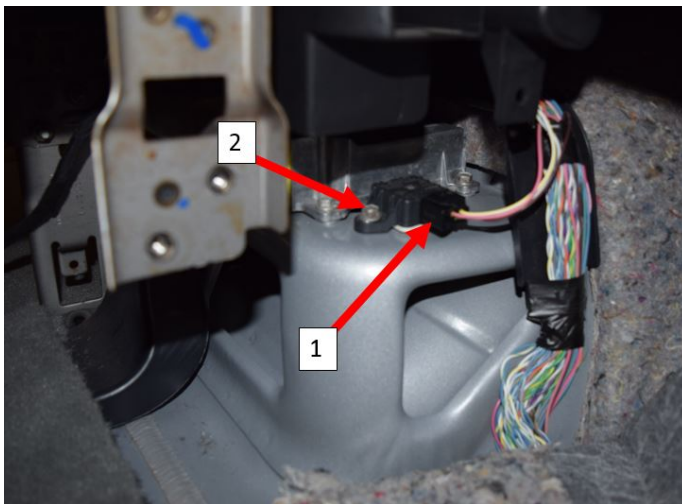
- Separate the duct sections <circle>.
- Lift up on the front duct section at the stud mounting point, slide the duct slightly toward the driver's side, and rotate the duct until it can be removed from the vehicle.



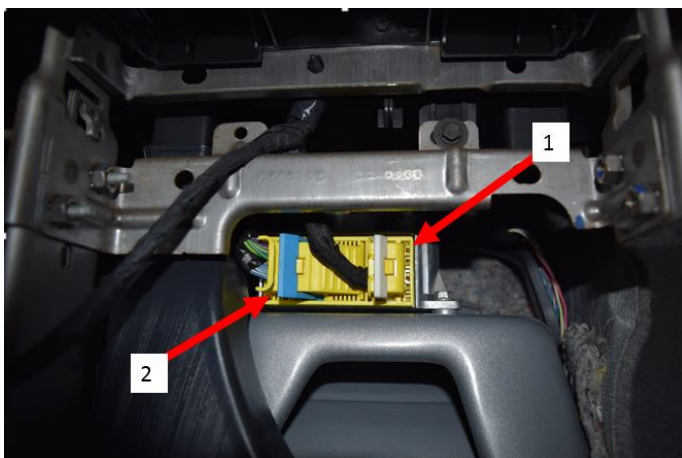


### **WARNING**

Make sure the battery has been disconnected before continuing to the next step. Failure to disconnect the battery before removing the ORC Module and/or dynamics sensor can result in airbag deployment.



- Disconnect connector <1> at the dynamics sensor.
- Remove the screws <2>.
- Remove the dynamics sensor.



- Disconnect the wire harness connectors from the ORC Module.
  - Depress the release tab on the connectors <1 and 2> and lift the lever arm to the fully open position on each connector.

### **TIP**

Disconnecting the 36 pin connector <1> first will allow for an easier access when disconnecting the 72 pin connector <2>.



- Remove the three ORC Module bolts and slide the module out toward the passenger side of the vehicle.

**Proceed to Section C**

## Section C – Installation of Occupant Restraint Controller (ORC Module)



### NOTE

When installing the ORC Module, the arrow on the parts label <circle> must point toward the front of the vehicle.

### WARNING

Make sure the battery has been disconnected before continuing to the next step. Failure to disconnect the battery before installing the ORC Module and/or dynamics sensor can result in airbag deployment.

- Install the ORC Module, part #, and verify the locating pins are correctly inserted into their locating holes.

Part Number	Part Description
7B0 959 605 AB	ORC Module

- Install and torque the three bolts to 10 Nm

- Connect the connectors <1 and 2> to the ORC Module.

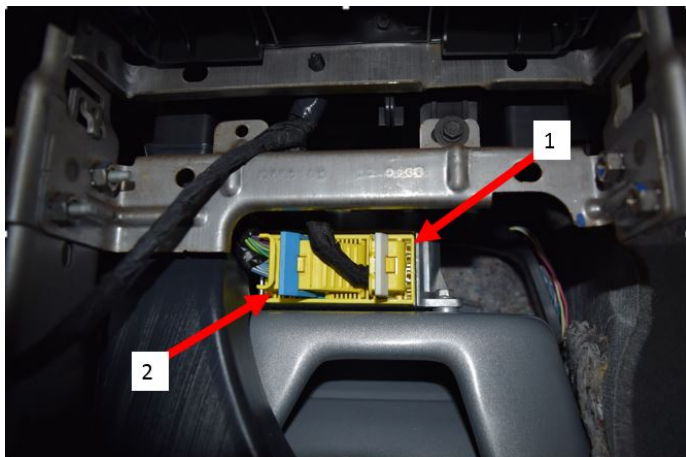
### TIP

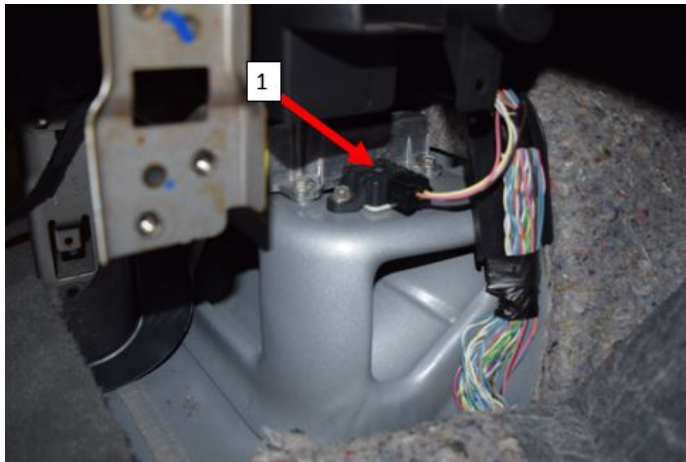
Connecting the 72 pin connector <2> first will allow for an easier access when connecting the 36 pin connector <1>.

- Be certain that the latches on both connectors are each fully engaged and locked.

### CAUTION

The lever arms of the wire harness connectors for the ORC Module must be in the unlatched position before they are inserted into their connector receptacles on the ORC Module or they may become damaged.

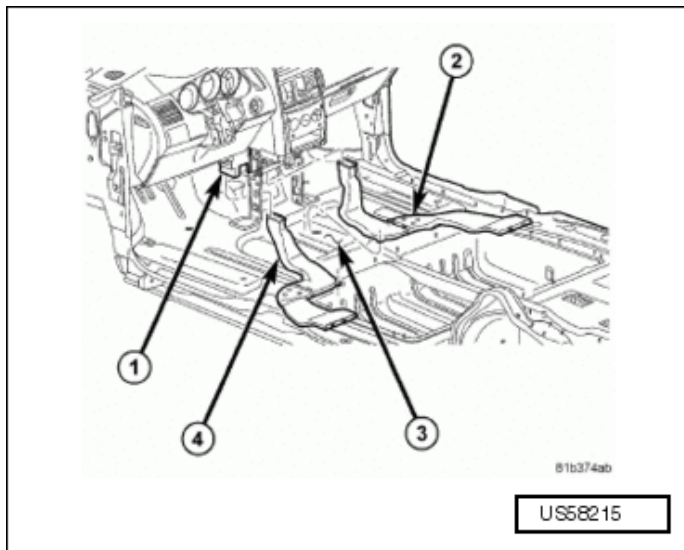




- Install the dynamics sensor <1> and torque the two bolts to 9 Nm.
- Reconnect the dynamics sensor connector.

**Proceed to Section D**

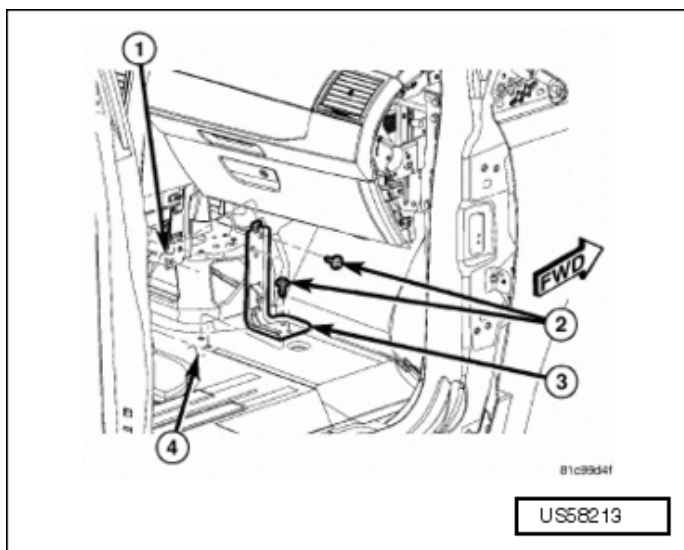
## Section D – Vehicle Reassembly



### **⚠ WARNING**

Risk of injury. The instrument panel bracket edges are very sharp. Use care when working around the brackets. Wrap shop rags around the brackets as needed.

- Reinstall the front section of duct <2>.

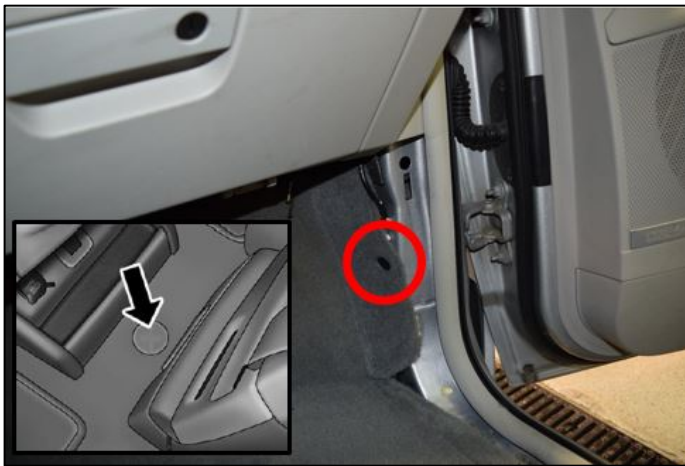


- Reinstall the instrument panel center support bracket <3> and torque the mounting screws to 9 Nm.

### **i TIP**

Install the bolts into the floor first.





- Reposition carpet.
- Install push pin <circle>.
- Install spare tire lowering bolt cover <arrow>.



- Install A-pillar trim <2>.
- Install rocker trim <1>.

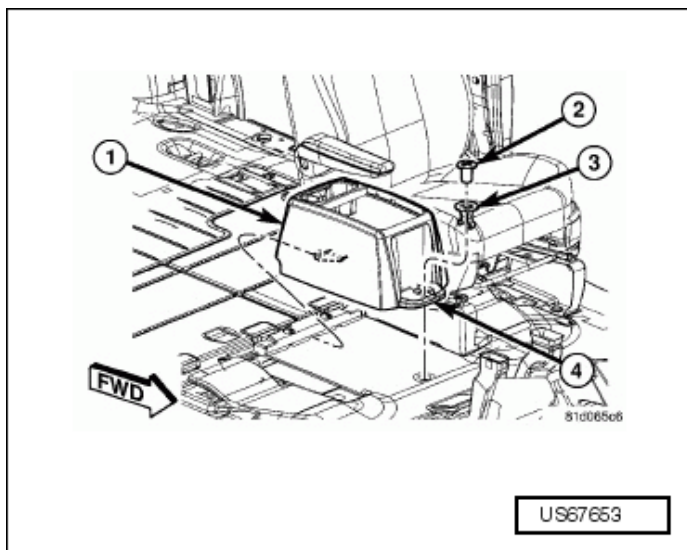
**TIP**

The A-pillar trim must be installed first before installing the rocker trim.



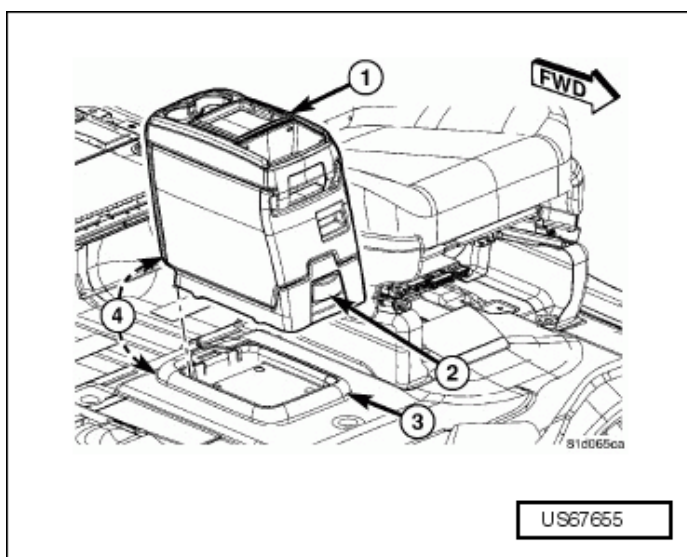
- Connect electrical connectors.
- Install instrument panel console.
- Install the four push pin retainers <arrows>, two on each side.





#### Reinstallation of Floor Console, Base Model:

- Reinstall the floor console <1>.
- Slide the console <1> rearward while setting the console <1> into the floor hook <4>.
- Reinstall the front clip <3> and plug <2>.



#### Reinstallation of Floor Console, Premium Model:

- Set the console <1> in position, and push rearward to engage the floor hook.
- Make sure the release handle catch <2> securely catches on the front release mechanism <3> of the console <1>.

Proceed to Section E

## Section E – Supplemental Restraints System Verification Test

### **⚠ WARNING**

Risk of injury. Verify that no one is in the vehicle before connecting the battery.

### **❗ NOTE**

Be certain that the diagnostic scan tool contains the latest version of the proper diagnostic software.

- Connect the scan tool to the 16-way DLC.
- Turn the ignition switch to the ON position and exit the vehicle with the scan tool.
- Verify that no one is in the vehicle.



- Install and torque the negative battery clamp <arrow> to 5 Nm.
- Using the scan tool, read and record the active DTC data.
- Use the scan tool to read and record any stored DTC data.

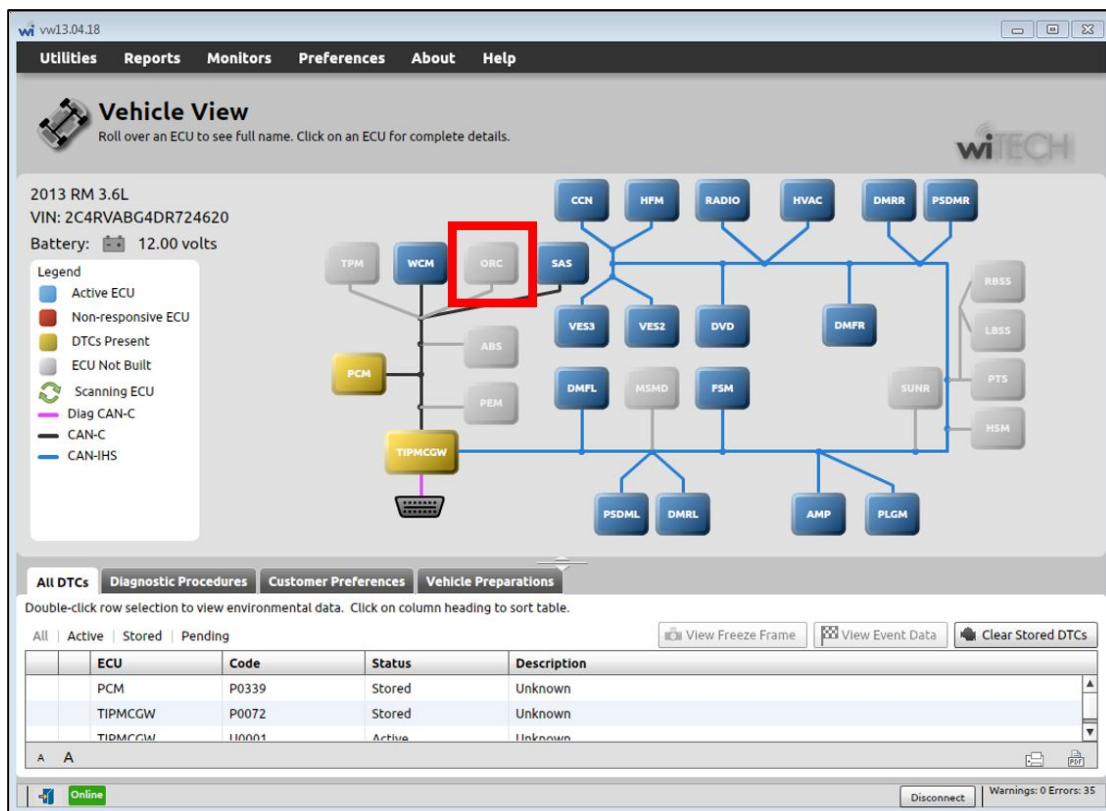
**Proceed to Section F**

## Section F – Initialization of Occupant Restraint Controller (ORC Module)

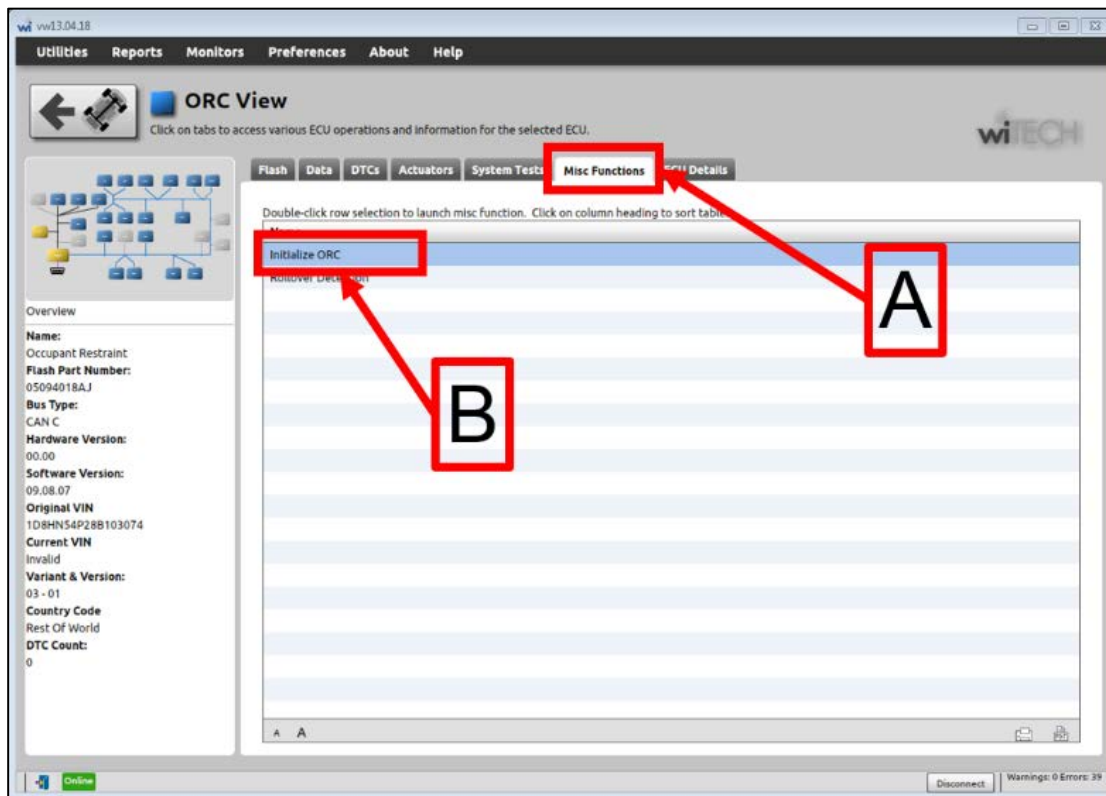
### NOTE

Service occupant restraint control modules are shipped in a “Locked Out” state and when replaced will set a “B2722 - ORC Unlocked-All Deployment Disabled” fault code. Once the occupant restraint module has been initialized, this DTC should erase.

- Connect the wiTECH Desktop Client to the vehicle.
- Turn the ignition on.



- Select the occupant restraint controller (ORC) from the main topology screen.



- Select the “Misc Functions” tab <A> under the ORC View screen.
- Select “Initialize ORC” <B> from the Misc Functions list.
- Follow the screen prompts on the wiTECH screen.
- Turn the ignition switch to the “OFF” position for 15 seconds, and then back to the “ON” position. Observe the airbag indicator in the instrument cluster. The airbag indicator lamp should illuminate for four to six seconds, and then go out. This indicates that the SRS is functioning normally.

#### NOTE

If the vehicle is equipped with electronic stability program, once the battery is reconnected, the steering angle sensor in the clockspring needs to be calibrated. The SAS requires calibration anytime the battery or an ABS/ESP component has been disconnected for any length of time. If the SAS is not calibrated following battery reconnecting, the ESP/BAS indicator lamp is illuminated following five ignition cycles indicating the need for calibration.



- To calibrate the ABS/ESP, perform the following:
  - Start the engine.
  - Center the steering wheel.
  - Turn the steering wheel all the way to the left until the internal stop in the steering gear is met, then turn the wheel all the way to the right until the opposite internal stop in the steering gear is met.
  - Center the steering wheel.
  - Turn off the engine.



- Turn on the vehicle ignition and reinitialize any memory functions such as memory seats, one touch windows, one touch sunroof, radio stations, clock, etc.
- Turn OFF the vehicle ignition.
- **Repair complete – proceed to section G.**

## Section G – Campaign Completion Label

### 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).

- **Proceed to Section H**

## Section H - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP).

**ALL WORK IS COMPLETE**



## Appendix A – Warning and Safety Precautions

### WARNING

#### General Safety Precautions when Working with Pyrotechnic Components:

- Pyrotechnic components always contain propellant that generates a gas during combustion. In some components, there is also a supply of pressurized gas to ensure this gas is generated
- This pressurized gas is stored under high pressure in a compressed gas container. Pyrotechnic components are triggered by electrical/mechanical igniters.
- Only trained personnel should perform testing, assembly and servicing work. Airbags do not have a replacement interval.
- Never check with test lamps, voltmeter or ohmmeters.
- Only check pyrotechnic components when they are installed in the vehicle using vehicle diagnosis, testing and information systems approved by the manufacturer.
- When working on pyrotechnic components and the airbag control module, disconnect the battery ground strap while the ignition is switched on. Then cover the negative terminal.
- Wait 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED OFF when connecting the battery. There should not be anyone inside the vehicle when doing this.
- Exception: vehicles with batteries in the passenger compartment. In this case, stay outside the range of the airbags and seat belts.
- Wash your hands after touching ignited pyrotechnic components from the restraint system.
- Do not open or repair pyrotechnic components. Use only new components to reduce the risk of injury.
- Do not install pyrotechnic components that have fallen onto a hard surface or show signs of damage.
- Discharge static electricity before handling pyrotechnic components, for example before disconnecting the electrical connector. This can be done by touching grounded metal objects such as the door striker pin.
- Install pyrotechnic components immediately after removing them from their transport packaging. If you must stop working, store the pyrotechnic component in its original transport packaging.
- Do not leave pyrotechnic components lying in the open unattended.
- Do not treat pyrotechnic components with grease, cleaning solutions or similar products.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.

### WARNING

To avoid serious or fatal injury on vehicles equipped with side curtain airbags, disable the SRS before attempting any occupant restraint controller diagnosis or service. The ORC contains a rollover sensor, which enables the system to deploy the side curtain airbags in the event of a vehicle rollover event. If an ORC is accidentally rolled during service while still connected to battery power, the side curtain airbags will deploy. Disconnect the negative battery cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment. **WARNING**

To avoid serious or fatal injury, never strike or drop the ORC, as it can damage the impact sensor or affect its calibration. The ORC contains the impact sensor, which enables the system to deploy the SRS components. If an ORC is accidentally dropped during service, the module must be scrapped and replaced with a new unit. Failure to observe this warning could result in accidental, incomplete, or improper SRS component deployment.