



# Safety Recall

## Code: 69P4

Subject	Airbag Igniters (Autoliv)
Release Date	February 07, 2017
Affected Vehicles	<b>U.S.A. : 2017 MY Tiguan, Golf R and 2016 MY e-Golf</b> <b>CANADA: 2017 MY Tiguan and Golf R</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	Affected vehicles have airbag igniter(s) manufactured by Autoliv. The affected igniter(s) may not meet manufacturing specifications. In a crash where airbag deployment is needed, an airbag may not deploy, increasing the risk of injury.
Corrective Action	On affected vehicles the driver or passenger frontal airbag unit will be replaced free of charge.
Dealership Requirements – eGolf	<b>For e-Golf vehicles that are affected by this recall only: This repair must only be performed by an authorized Volkswagen dealership that has been certified to conduct repairs on eGolf vehicles.</b>
Parts Information	Due to the low volume of vehicles involved in this campaign, there will be no parts allocation. 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> .
Code Visibility	<p>On or about February 07, 2017 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> &amp; OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about February 07, 2017, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about February 07, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.vw.com">www.vw.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a>.</p>
Owner Notification	Owner notification will take place in February 2017. 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 RECALL</b></p> <p><b><u>New Vehicles in Dealer Inventory:</u> 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</b></p>

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.vwhub.com](http://www.vwhub.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.

<b>Service Number</b>	69P4										
<b>Damage Code</b>	0099										
<b>Parts Vendor Code</b>	WWO										
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90										
<b>Causal Indicator</b>	*Mark driver or passenger airbag unit as causal part										
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action										
<b>Criteria I.D.</b>	02, (Golf R)										
	Replace driver side airbag unit Labor operation: 6958 23 99 50 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>5G0880201AC HVF</td><td>Driver Airbag Unit*</td></tr></tbody></table>		Quantity	Part Number	Description	1.00	5G0880201AC HVF	Driver Airbag Unit*			
Quantity	Part Number	Description									
1.00	5G0880201AC HVF	Driver Airbag Unit*									
<b>Criteria I.D.</b>	03 (e-Golf)										
	De-energizing of the high-voltage electrical Labor operation: 9310 00 99 Time stated on diagnostic protocol (max 100 TU)  -AND- Replace driver side airbag unit Labor operation: 6958 24 99 30 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>5G0880201Q 81U</td><td>Driver Airbag Unit*</td></tr><tr><td>1.00</td><td>12E998152A</td><td>Repair Kit</td></tr></tbody></table>		Quantity	Part Number	Description	1.00	5G0880201Q 81U	Driver Airbag Unit*	1.00	12E998152A	Repair Kit
Quantity	Part Number	Description									
1.00	5G0880201Q 81U	Driver Airbag Unit*									
1.00	12E998152A	Repair Kit									

**Continue to next page**

Criteria I.D.	04 (e-Golf)									
	<p>De-energizing of the high-voltage electrical</p> <p>Labor operation: 9310 00 99 Time stated on diagnostic protocol (max 100 TU)</p> <p>-AND-</p> <p>Replace driver side airbag unit</p> <p>Labor operation: 6958 25 99 30 T.U.</p> <table><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr><tr><td>1.00</td><td>5G0880201S 81U</td><td>Driver Airbag Unit*</td></tr><tr><td>1.00</td><td>12E998152A</td><td>Repair Kit</td></tr></table>	Quantity	Part Number	Description	1.00	5G0880201S 81U	Driver Airbag Unit*	1.00	12E998152A	Repair Kit
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1.00	5G0880201S 81U	Driver Airbag Unit*								
1.00	12E998152A	Repair Kit								
Criteria I.D.	07 (Tiguan)									
	<p>Replace passenger airbag unit</p> <p>Labor operation: 6959 25 99 80 T.U.</p> <table><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr><tr><td>1.00</td><td>1K0880204M</td><td>Passenger Airbag Unit*</td></tr></table>	Quantity	Part Number	Description	1.00	1K0880204M	Passenger Airbag Unit*			
Quantity	Part Number	Description								
1.00	1K0880204M	Passenger Airbag Unit*								

## Customer Letter Example (USA) - Tiguan/Golf R

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** <INSERT NUMBER>

**Subject: Safety Recall 69P4 – Driver or Passenger Airbag Igniter (Autoliv)  
2017 Model Year Volkswagen Tiguan and Golf R**

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 2017 model year Tiguan and Golf R vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	Affected vehicles have airbag igniter(s) manufactured by Autoliv. The affected igniter(s) may not meet manufacturing specifications. In a crash where airbag deployment is needed, an airbag may not deploy, increasing the risk of injury.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will replace the driver or passenger airbag in your vehicle. This work will take about 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>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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (USA) - e-Golf Only

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** <INSERT NUMBER>

**Subject: Safety Recall 69P4 – Driver Airbag Igniter (Autoliv)  
2016 Model Year Volkswagen e-Golf**

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 2016 model year Volkswagen e-Golf vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	Affected vehicles have airbag igniter(s) manufactured by Autoliv. The affected igniter(s) may not meet manufacturing specifications. In a crash where airbag deployment is needed, an airbag may not deploy, increasing the risk of injury.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen e-Golf dealer will replace the driver airbag in your vehicle. This work will take about two hours to complete and will be performed for you free of charge.
<b>What should you do?</b>	Please contact your authorized Volkswagen e-Golf 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 Volkswagen e-Golf dealer near you and schedule this service online.
<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 e-Golf 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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Safety Recall 69P4 – Driver or Passenger Airbag Igniter (Autoliv)  
2017 MY Tiguan and Golf R**

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 2017 MY Tiguan and Golf R vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	Affected vehicles have airbag igniter(s) manufactured by Autoliv. The affected igniter(s) may not meet manufacturing specifications. In a crash where airbag deployment is needed, an airbag may not deploy, increasing the risk of injury.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will replace the driver or passenger airbag on your vehicle. This work will take about 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>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. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Customer Protection

## WARNING

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

## NOTE

### ATTENTION! DEALER REQUIREMENTS -E-GOLF

The repair for **Criteria 03 and 04** vehicles must only be performed by an authorized Volkswagen dealer certified to conduct repairs on e-Golf vehicles.

## 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions that exist in the vehicle are not covered under this action.

## Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
02 (Golf R)	1	5G0880201AC HVF	Driver Airbag Unit
03 (e-Golf)	1	5G0880201Q 81U	Driver Airbag Unit
04 (e-Golf)	1	5G0880201S 81U	Driver Airbag Unit
07 (Tiguan)	1	1K0880204M	Passenger Airbag Unit
03, 04 (e-Golf)	1	12E998152A	Repair Kit (e-Golf only) Repair Kit is on technical block and will require a VTA case to order.

## Required Tools

3409



W00-0016

- Trim Removal Wedge – 3409 (or equivalent).

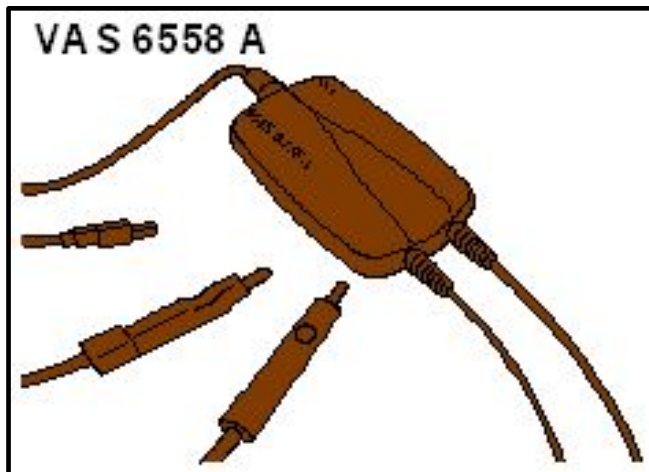
VAS 6154



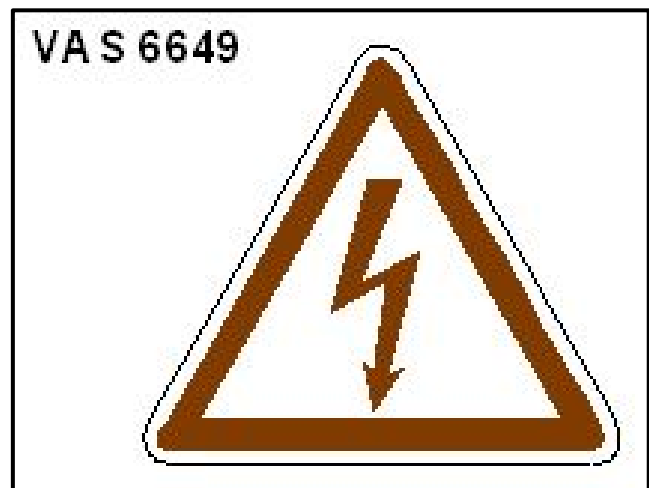
- VAS6150D - Diagnostic Tester (or equivalent).



- VAG1410 – Torque Wrench (or equivalent).



- Test Adapter - Hybrid Module - VAS6558A



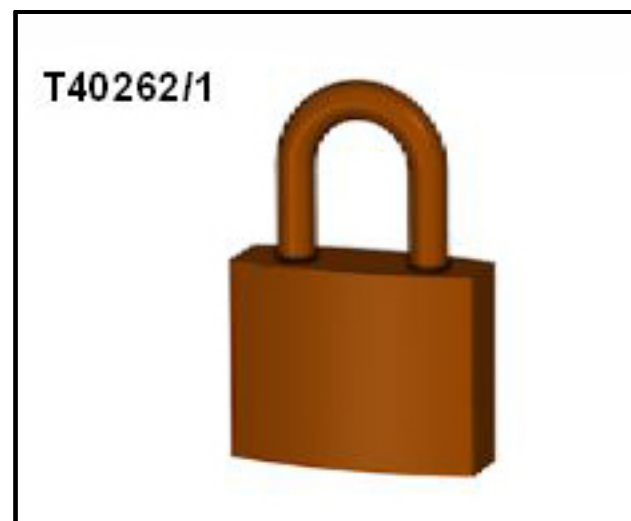
- Warning Sign - High-voltage - VAS6649



- Warning Sign - Switch - VAS6650A



- Warning Sign "Do not insert" - VAS6871



- Service Disconnect Lock -T40262/1

**VAS1594/14**



- Connector Test Set - Test Clips -VAG1594/14

**VAS6884**



- High-Voltage Cordon - VAS6884

## 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.

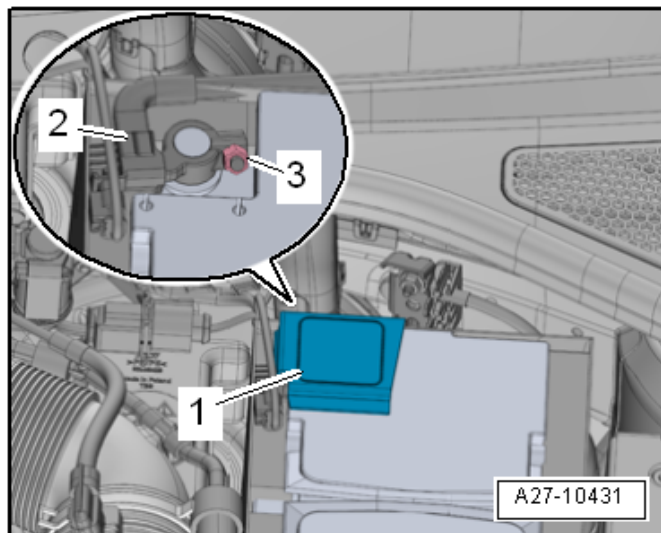
#### TIP

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 – Repair Procedure



### Criteria 02 - Golf R Driver Airbag Unit Procedure:

#### NOTE

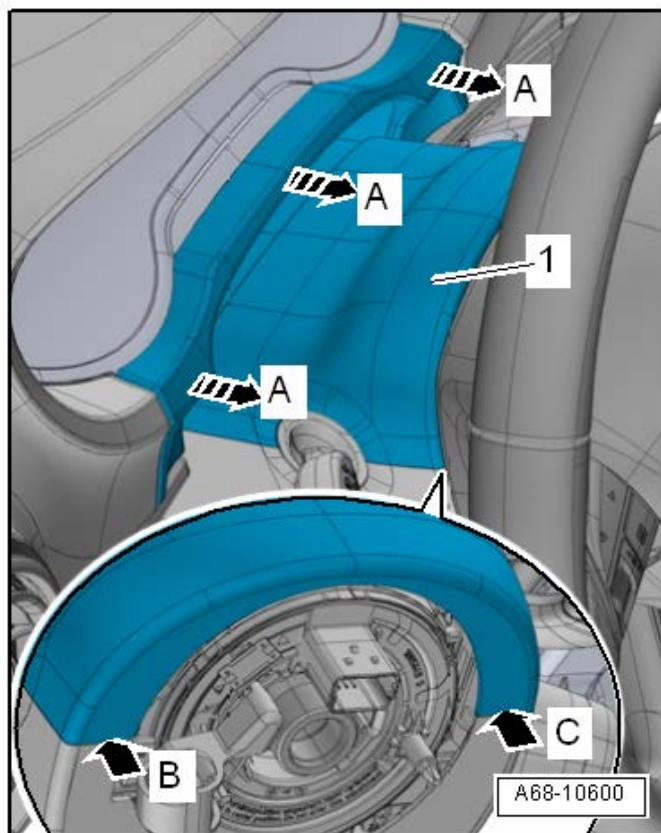
Before disconnecting the battery, it is recommended to record the customer's radio presets so they can be restored before returning vehicle to the customer.

- Recline the driver seat to the full recline position.

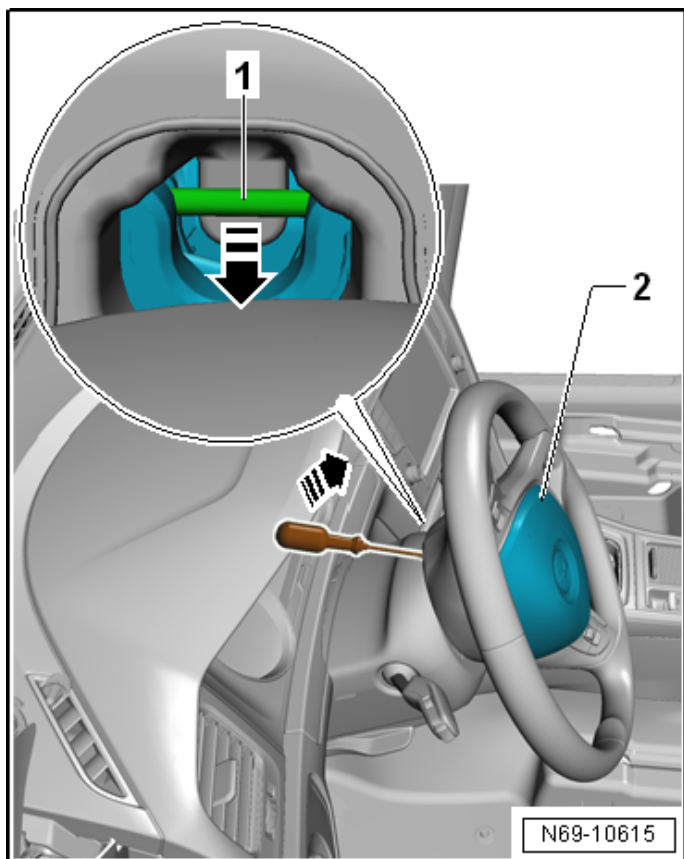
#### NOTE

Reclining the driver seat before disconnecting the battery allows for additional safety in the event Terminal 15 power is not restored when reconnecting the battery at the end of the repair.

- Open the cover <1> over the battery negative terminal.
- Make sure the ignition is turned **ON**.
- Loosen the nut <3>.
- Remove and isolate the battery ground cable terminal <2> from the battery pole.



- Release the steering wheel adjustment lever.
- Pull out the steering wheel completely, push it downward and lock it.
- Loosen the instrument cluster gap cover off the mounts on the instrument cluster using the Trim Removal Wedge -3409- <arrows A>.
- Loosen the upper steering column trim panel <1> off the lower steering column trim panel mounts <arrow B> and <arrow C>. To do so, turn the steering wheel accordingly.
- Disengage the upper steering column trim panel from the lower steering column trim panel and remove it with the instrument cluster gap cover.

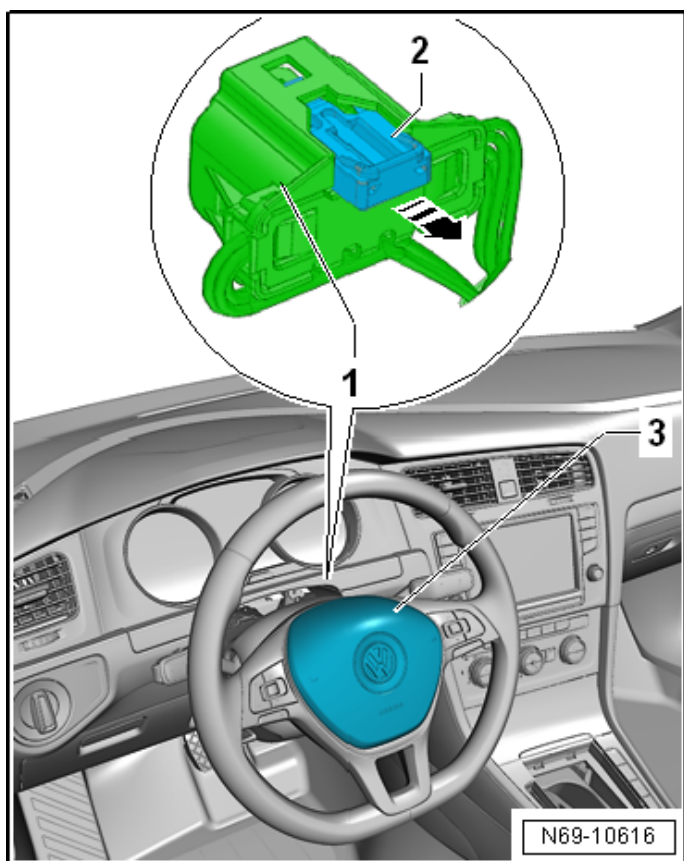


- Turn the steering wheel so the opening on the rear side of it faces upward.
- Releases the locking bracket <1> for the driver side airbag <2> <arrows> by using a T25 TORX® screwdriver, approximately 100 mm long.

#### NOTE

Electrical wires can be damaged with a flat-head screwdriver.

- Turn the steering wheel 180° and repeat the procedure on the opposite side.



## ⚠ WARNING

Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must "discharge static electricity". This can be done by touching the door striker, for example.

- Bring the steering wheel back into the center (wheels are straight).
- Remove the driver side airbag <3> from the steering wheel slightly.
- Pull out the connector lock <2> in direction of <arrow> and press it down, disconnect the connector <1>.
- Vehicles with multifunction steering wheel: Disconnect the connector.

## ⚠ WARNING

Set the airbag down so the logo on the impact cushion faces upward.

- Install the new driver airbag unit.

Criteria	Part Number	Part Description
02	5G0880201AC HVF	Driver Airbag Unit

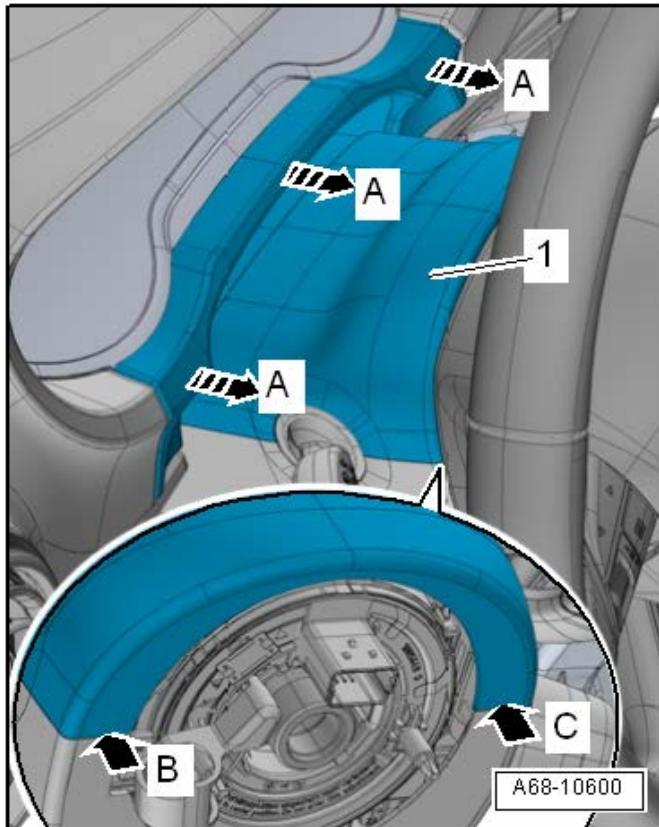
- Vehicles with multifunction steering wheel: Connect the connector.
- Connect connector <1>.

## ℹ NOTE

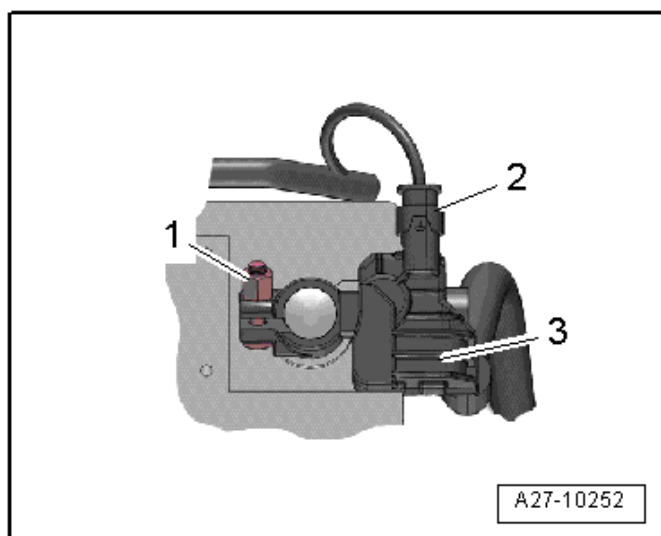
- Make sure the electrical connectors are pushed in as far as the stop and that they engage audibly.
- Make sure the wires are not pinched.
- Press in harness connector to secure in the pockets on the steering wheel.



- Position the driver side airbag <1> in the steering wheel and press on the edge with both hands until it locks into place.



- Install upper steering column trim panel <1> with instrument cluster gap cover.



- Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3>.
- Connect the battery ground cable terminal by hand to the battery negative terminal.
- Torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367-.
- Install battery terminal cover.

#### NOTE

After connecting the battery and switching on the ignition, the ASR/ESP Control Lamp -K155- and Electromechanical Power Steering Indicator Lamp light up continuously. The indicator lamps switch off automatically after driving straight ahead at 15 to 20 km/h. This activates Steering Angle Sensor -G85-.

- Cycle the ignition off and back on.
- Bring driver seat to an upright position.
- Store previously recorded radio presets (if necessary)
- Set clock to local time.
- Activate the power window regulator one-touch up/down function.
- Check the DTC memories of all the control units and erase Under-voltage faults if necessary.

**Repair is complete, proceed to Section C.**

### Criteria 03 and 04 – e-Golf Driver Airbag Unit Procedure:

#### WARNING

- This repair procedure must be performed by a High-voltage Technician.
- Risk of injury or death. Refer to “Warnings and Safety Precautions”, found in **Appendix A** at the end of this document.

#### DANGER

- Danger to life due to high-voltage.
- Death or serious bodily injury possible by electric shock.
- Have the high-voltage system de-energized by a qualified person

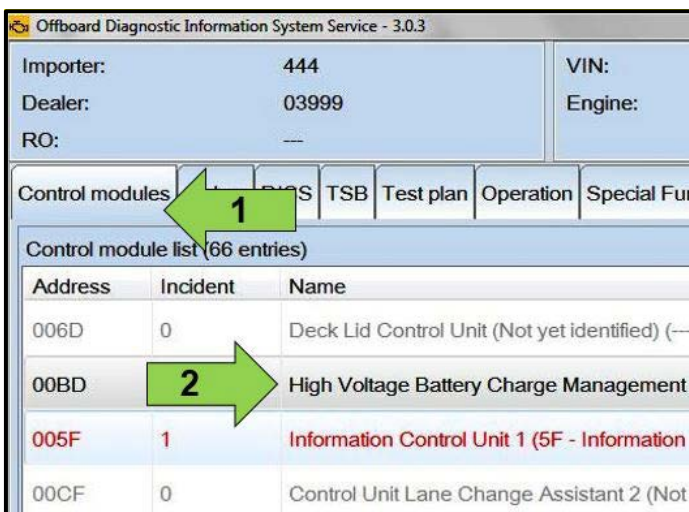
#### NOTE

##### ATTENTION! DEALER REQUIREMENTS - E-GOLF

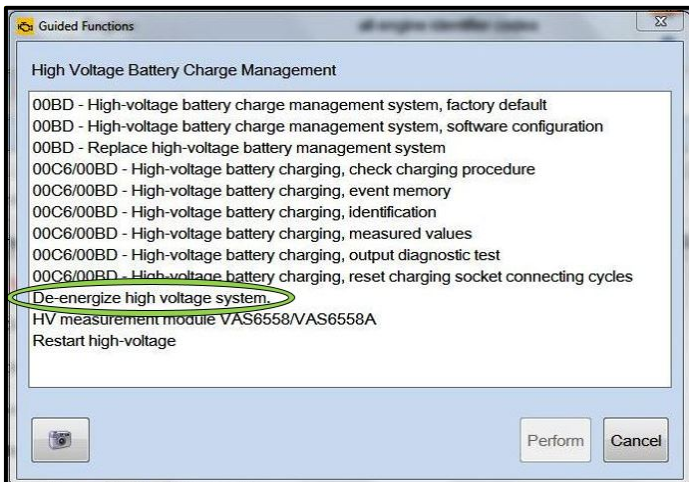
The repair for **Criteria 03 and 04** vehicles must only be performed by an authorized Volkswagen dealer certified to conduct repairs on e-Golf vehicles.

## De-energize the High-Voltage system:

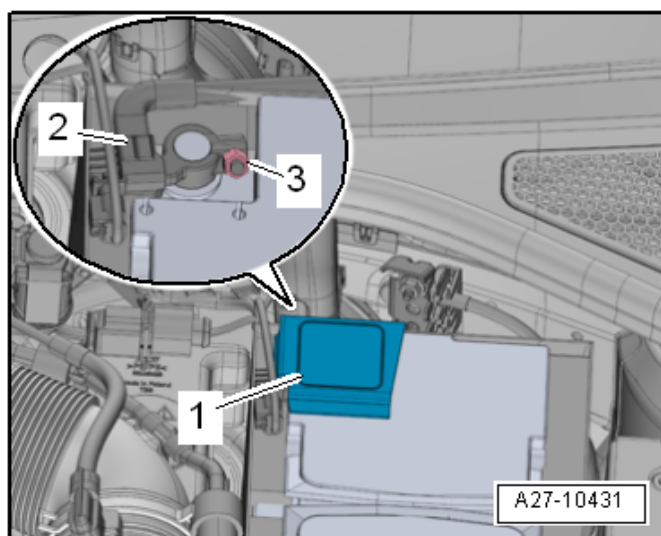
- Secure the vehicle using the High-Voltage Cordon – VAS6884.
- Prepare the inspection record.
- Have the calibrated voltage tester with suitable test probes ready.
- Prepare the high-voltage signs.
- Switch the ignition ON.
- Connect the Diagnostic Tester VAS6150C (or equivalent) to the vehicle.
- Using ODIS, perform a complete GFF scan of the vehicle.



- From the “Control Module List” screen <arrow 1>, right click on the “High-voltage Battery Charge Management” <arrow 2>.
- When the drop down list is displayed, select “Guided Functions”.



- From the “Guided Functions” list, select “De-energize high-voltage system”, <circle>.
- Follow the on-screen directions to complete the de-energization of the high-voltage electrical system.
- Once the high-voltage system is safe to work on according to the test plan;



### **WARNING**

Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

- Turn the ignition **ON**.

### **NOTE**

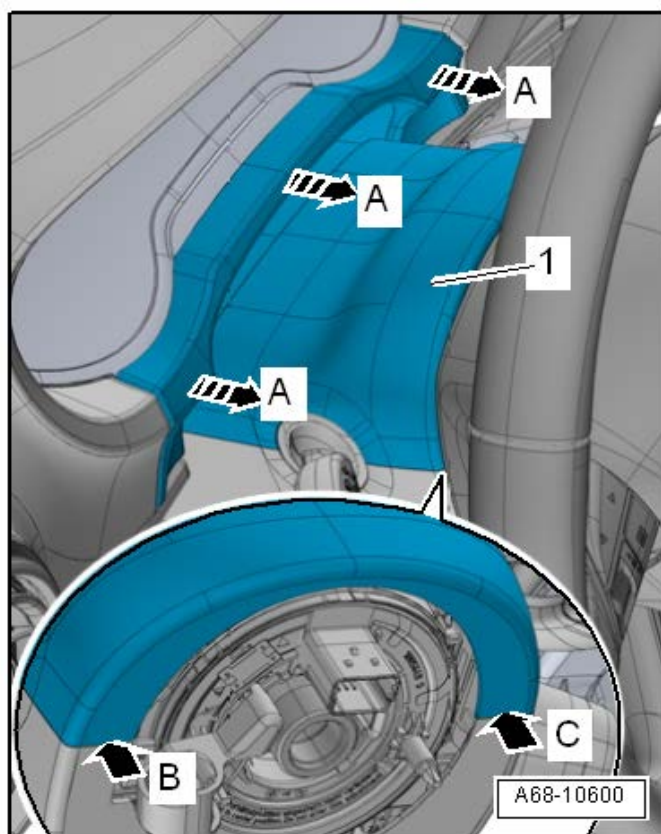
Before disconnecting the battery, it is recommended to record the customer's radio presets so they can be restored before returning vehicle to the customer.

- Recline the driver seat to the full recline position.

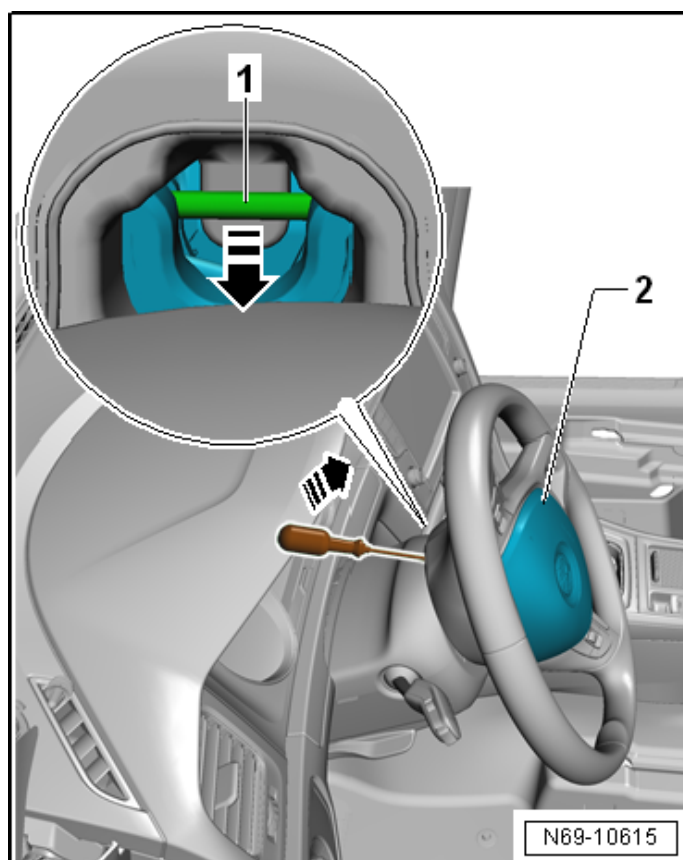
### **NOTE**

Reclining the driver seat before disconnecting the battery allows for additional safety in the event Terminal 15 power is not restored when reconnecting the battery at the end of the repair.

- Open the cover <1> over the battery negative terminal.
- Make sure the ignition is turned **ON**.
- Loosen the nut <3>.
- Remove and isolate the battery ground cable terminal <2> from the battery pole.



- Release the steering wheel adjustment lever.
- Pull out the steering wheel completely, push it downward and lock it.
- Loosen the instrument cluster gap cover off the mounts on the instrument cluster using the Trim Removal Wedge -3409- <arrows A>.
- Loosen the upper steering column trim panel <1> off the lower steering column trim panel mounts <arrow B> and <arrow C>. To do so, turn the steering wheel accordingly.
- Disengage the upper steering column trim panel from the lower steering column trim panel and remove it with the instrument cluster gap cover.

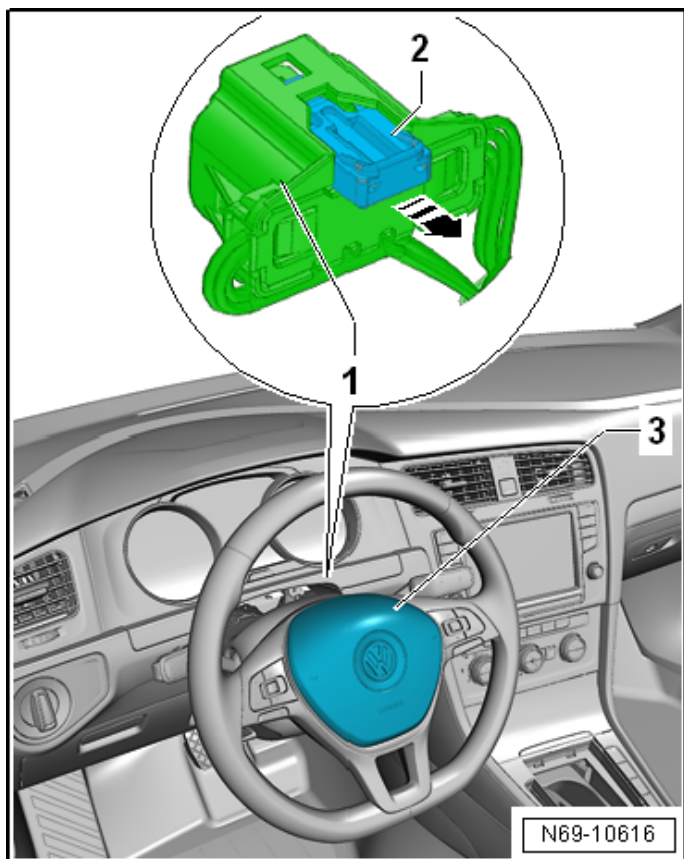


- Turn the steering wheel so the opening on the rear side of it faces upward.
- Releases the locking bracket <1> for the driver side airbag <2> <arrows> by using a T25 TORX® screwdriver, approximately 100 mm long.

#### NOTE

Electrical wires can be damaged with a flat-head screwdriver.

- Turn the steering wheel 180° and repeat the procedure on the opposite side.



## ⚠ WARNING

Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. This can be done by touching the door striker, for example.

- Bring the steering wheel back into the center (wheels are straight).
- Remove the driver side airbag <3> from the steering wheel slightly.
- Pull out the connector lock <2> in direction of <arrow> and press it down, disconnect the connector <1>.
- Vehicles with multifunction steering wheel: Disconnect the connector.

## ⚠ WARNING

Set the airbag down so the logo on the impact cushion faces upward.

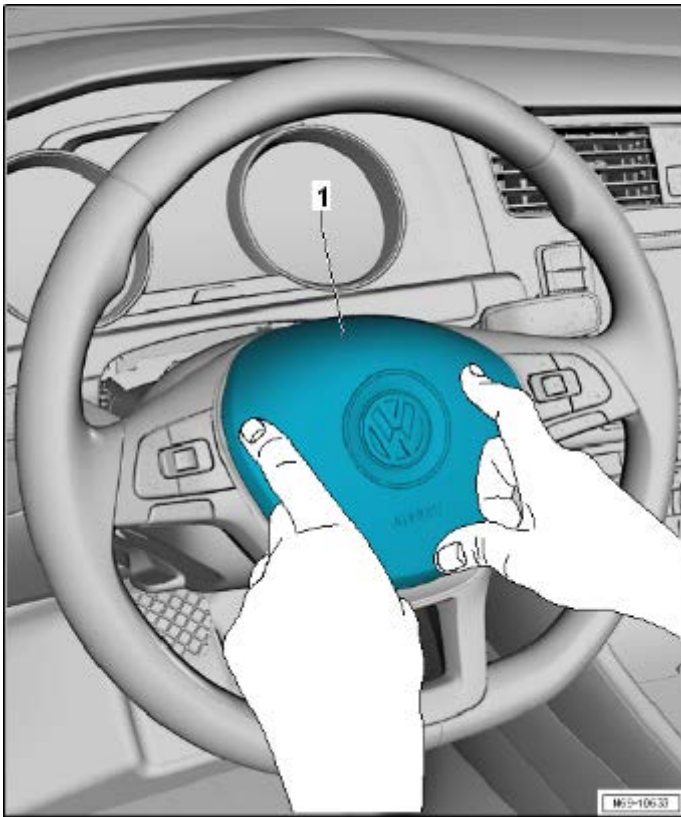
- Install the new driver airbag unit.

Criteria	Part Number	Part Description
03	5G0880201Q 81U	Driver Airbag Unit
04	5G0880201S 81U	Driver Airbag Unit

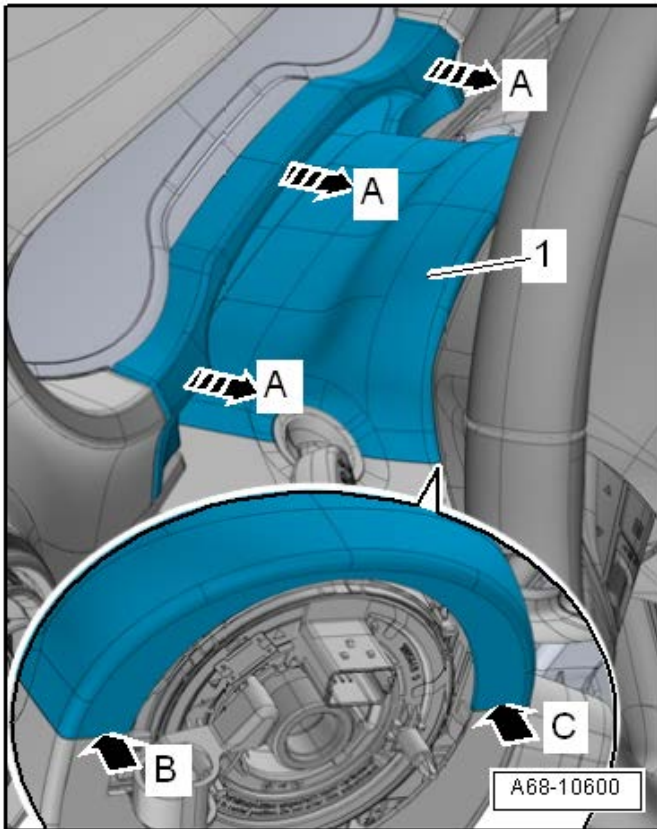
- Vehicles with multifunction steering wheel: Connect the connector.
- Connect connector <1>.

## ℹ NOTE

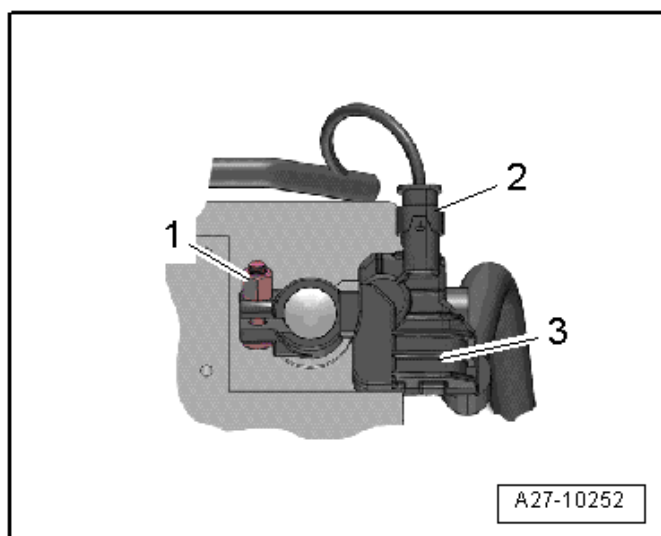
- Make sure the electrical connectors are pushed in as far as the stop and that they engage audibly.
- Make sure the wires are not pinched.
- Press in harness connector to secure in the pockets on the steering wheel.



- Position the driver side airbag <1> in the steering wheel and press on the edge with both hands until it locks into place.



- Install upper steering column trim panel <1> with instrument cluster gap cover.

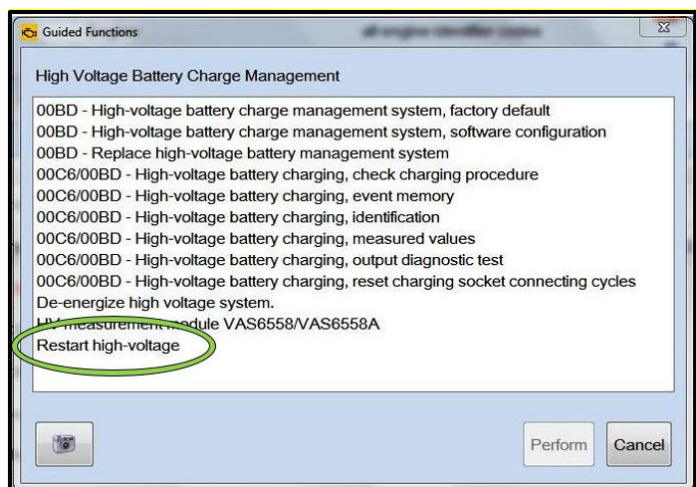
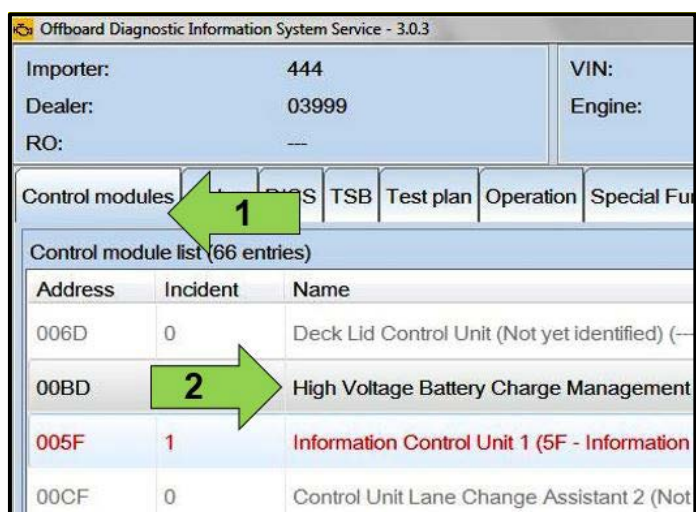


- Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3>.
- Connect the battery ground cable terminal by hand to the battery negative terminal.
- Torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367-.
- Install battery terminal cover.

#### NOTE

After connecting the battery and switching on the ignition, the ASR/ESP Control Lamp -K155- and Electromechanical Power Steering Indicator Lamp light up continuously. The indicator lamps switch off automatically after driving straight ahead at 15 to 20 km/h. This activates Steering Angle Sensor -G85-.

- Cycle the ignition off and back on.
- Bring driver seat to an upright position.
- If necessary, perform a complete GFF scan of the vehicle.
- From the "Control Module List" screen <arrow 1>, right click on the "High-voltage Battery Charge Management" <arrow 2>.
- When the drop down list is displayed, select "Guided Functions".



- From the "Guided Functions" list, select "Restart high-voltage", <circle>.
- Follow the on-screen directions to complete the re-energization of the high-voltage electrical system.
- Store previously recorded radio presets (if necessary)
- Set clock to local time.
- Activate the power window regulator one-touch up/down function.
- Check the DTC memories of all the control units and erase Under-voltage faults if necessary.

**Once the high-voltage system is reactivated successfully, the repair is complete, proceed to Section C.**

## Criteria 07 – Tiguan Passenger Airbag Unit Procedure:



### ⚠ WARNING

Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

- Turn the ignition **ON**.

### ⓘ NOTE

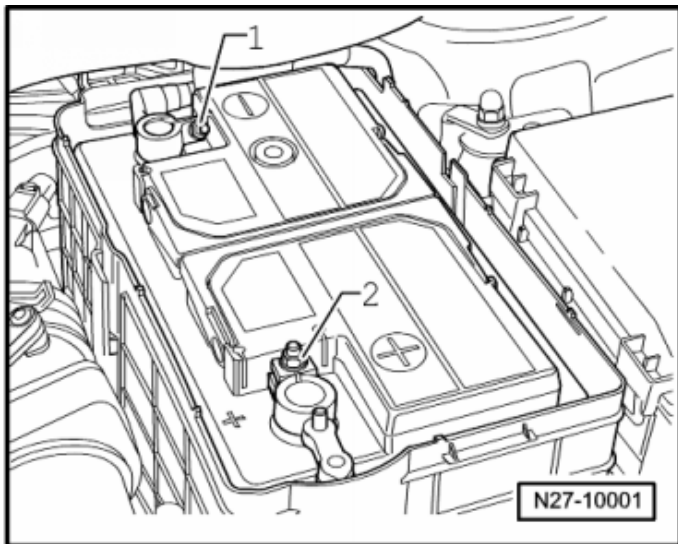
Before disconnecting the battery, it is recommended to record the customer's radio presets so they can be restored before returning vehicle to the customer.

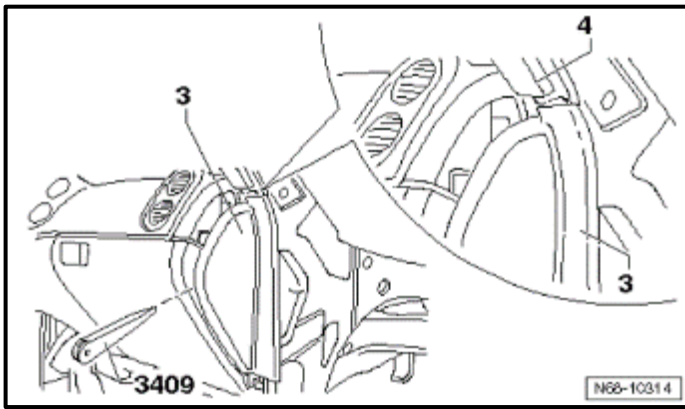
- Recline the passenger seat to the full recline position.

### ⓘ NOTE

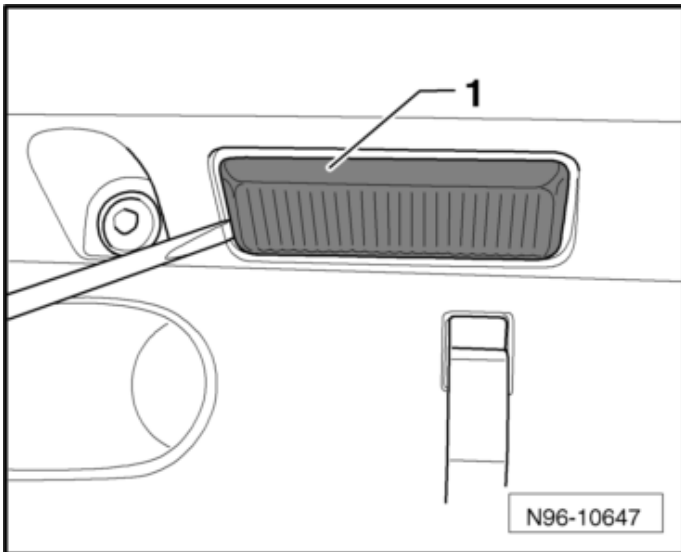
Reclining the passenger seat before disconnecting the battery allows for additional safety in the event Terminal 15 power is not restored when reconnecting the battery at the end of the repair.

- Open the battery protective covering <1>.
- Loosen the nut <1>.
- Remove and isolate the battery ground cable from the battery terminal.





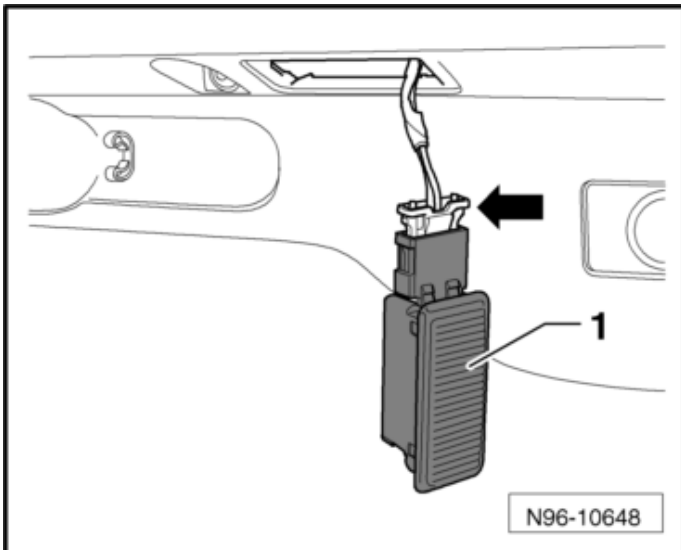
- Loosen the right side instrument panel cover <3> from the retainers in the instrument panel with the Trim Removal Wedge -3409-.
- Remove the instrument panel cover <3> under the A-pillar upper trim panel <2>.



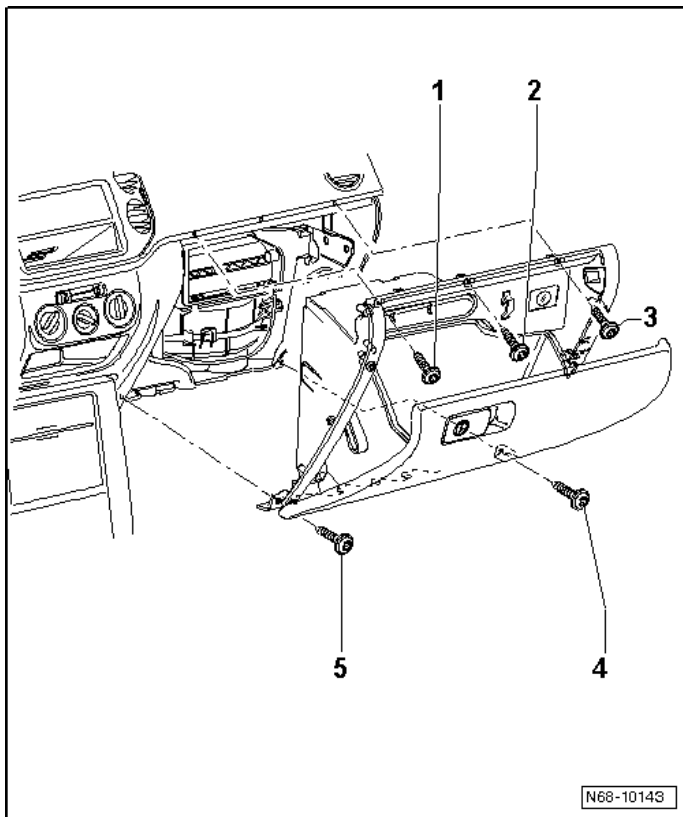
- Carefully remove the Glove Compartment Lamp - W6- <1> using a Trim Removal Wedge -3409- or a screwdriver.

#### NOTE

When removing and installing components in visible areas (switches, covers, trim, etc.), cover by taping the areas at which a prying tool (Trim Removal Wedge -3409-, screwdriver) will be positioned using commercially available adhesive tape to prevent damage.



- Release and disconnect the connector <arrow> and remove the Glove Compartment Lamp -W6- <1>.



- Remove the screws <1 through 5>.
- Loosen glove compartment from instrument panel.
- Disconnect the wiring harness from the Glove Compartment Lamp Switch -E26-.
- On vehicles equipped with a Right Footwell Lamp - W10-, disconnect the harness connector from the lamp.
- In vehicles with glove compartment cooling, disconnect A/C channel from glove compartment.



#### ⚠ WARNING

Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must "discharge static electricity". This can be done by touching the door striker, for example.

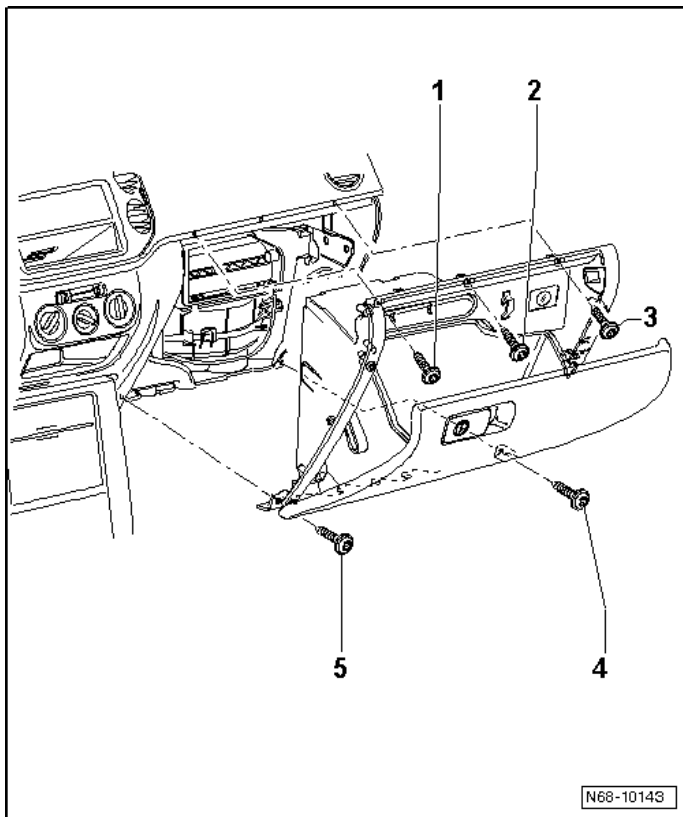
- Disconnect the wiring harness from the front passenger side airbag by sliding connector lock in direction of arrow.



- Remove bolts <1 and 2>.
- Remove the passenger airbag from the mounts.
- Install the new airbag unit.

Crit eria	Part Number	Part Description
07	1K08802 04M	Passenger Airbag Unit

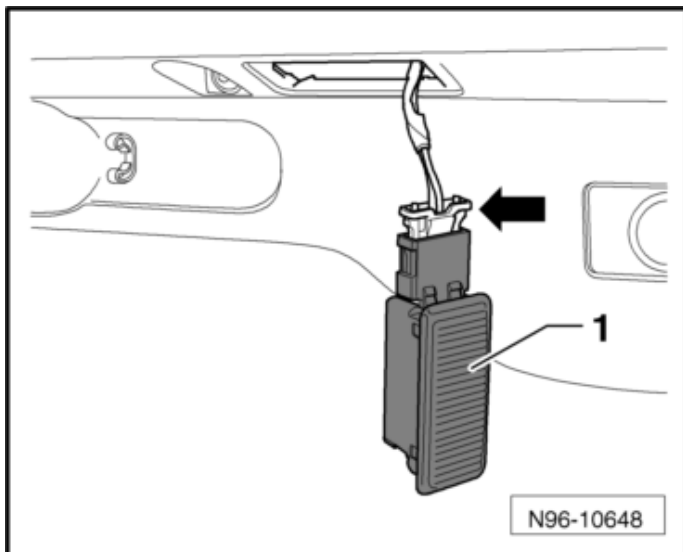
- Install the bolts <1 and 2> with thread locking compound part # D197300A1 (or equivalent) and torque to 9 Nm.
- Connect connector <3>.



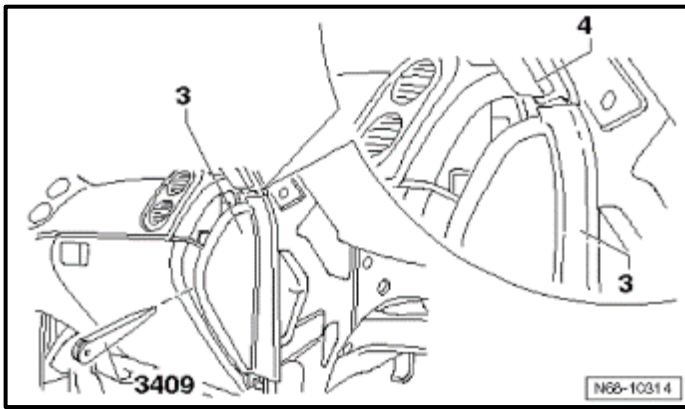
- In vehicles with glove compartment cooling, connect A/C channel to glove compartment.
- On vehicles equipped with a Right Footwell Lamp - W10-, connect the harness connector to the lamp.
- Connect the wiring harness to the Glove Compartment Lamp Switch -E26-.
- Install screws <1 through 5> in the sequence 5, 4, 3, 2 and 1 and torque to 1.5 Nm.

#### NOTE

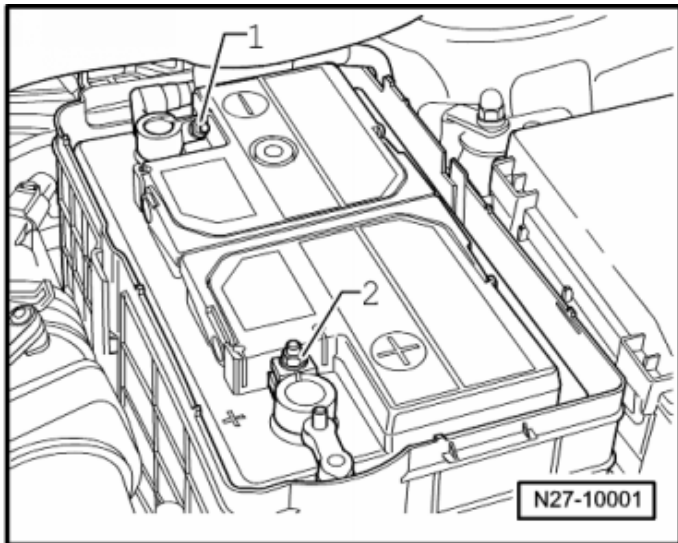
When installing glove compartment, take care that the wiring harness for Glove Compartment Lamp -W6- is not pinched between the glove compartment and the instrument panel.



- Connect and install the Glove Compartment Lamp -W6- <1>.



- Install the right side instrument panel cover <3>.



### ⚠ WARNING

Ignition must be **ON** when connecting battery. If pyrotechnic components (e.g. airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. There must not be anyone inside the vehicle when connecting the battery.

- Make sure the ignition is switched ON and no one is in the vehicle.
- Connect the battery ground cable terminal by hand to the battery negative terminal.
- Torque the nut <1> to 6 Nm.

### ! NOTE

After connecting the battery with the ignition switched on, the ASR/ESP Control Lamp -K155- and Electromechanical Power Steering Indicator Lamp light up continuously. The indicator lamps switch off automatically after driving straight ahead at 15 to 20 km/h. This activates Steering Angle Sensor -G85-.



- Close the cover <1>.
- Cycle the ignition off and back on.
- Bring passenger seat to an upright position.
- Store previously recorded radio presets (if necessary)
- Set clock to local time.
- Activate the power window regulator one-touch up/down function.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.

**Repair is complete, proceed to Section C.**

## Section C – 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 D**

## Section D - 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).

## 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 ON 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.
- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of deployment:
  - Single-stage inflators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
  - Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.

### WARNING

#### HIGH VOLTAGE VEHICLE! Risk of injury. Safety Precautions when Working on High-Voltage Vehicles:

**WARNING:** Danger to life due to high-voltage.

- The high-voltage system operates at a high-voltage. Electrocutation can cause death or very serious personal injury.

- Persons with internal electronic/medical life support devices or such devices carried on the body may not work on the high-voltage system. Life support devices are, for example, internal analgesic pumps, implanted defibrillators, cardiac pacemakers, insulin pumps and hearing aids.
- Have a qualified technician de-energize the high-voltage system.

**WARNING:** Risk of injury due to an unexpected motor start.

- It is difficult to determine whether ready mode is activated in electric and hybrid vehicles. Risk of body parts being pinched or pulled.
- Turn off the ignition.
- Set the ignition key outside of the vehicle interior.

**WARNING:** Risk of damaging the high-voltage cables.

- Misuse can damage the insulation of the high-voltage cables or high-voltage connectors.
- Never support objects on the high-voltage cables and the high-voltage connectors.
- Never support tools on the high-voltage cables and the high-voltage connectors.
- Never sharply bend or kink the high-voltage cables.
- Pay attention to the coding when connecting the high-voltage connectors.