



# Safety Recall

## Code: 69W8 / 69W9

**REVISION**

<b>Subject</b>	Passenger Frontal Airbag
<b>Release Date</b>	August 17, 2018
<b>Revision Summary</b>	<b>Airbag part number corrected for 69W8 in required parts and work procedure tables.</b>
<b>Affected Vehicles</b>	<b><u>69W8</u></b> <b>USA &amp; Canada: Certain 2018 MY Tiguan</b> <b><u>69W9</u></b> <b>USA &amp; Canada: Certain 2018 MY Atlas</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>
<b>Problem Description</b>	In a crash, the passenger frontal airbag may not unfold properly or may even tear during deployment. This can result in an increased injury risk to the front passenger in a crash with airbag deployment.
<b>Corrective Action</b>	Replace passenger frontal airbag.
<b>Precautions</b>	Until this recall is completed, customers should not let anyone ride in the front passenger seat.
<b>Parts Information</b>	Parts were allocated prior to owner notification. If allocated parts have been used, please contact the Parts Specialists via phone (800-767-6552), email ( <a href="mailto:VWoAPartsSpecialists@vw.com">VWoAPartsSpecialists@vw.com</a> ) or chat with the VIN to order.
<b>Code Visibility</b>	On or about July 10, 2018, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.vw.com">www.vw.com</a> & OMD Web). A list was not posted for dealers who did not have any affected vehicles. On or about July 10, 2018, this campaign code showed open on affected vehicles in Elsa. On or about July 10, 2018 affected vehicles were 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> .
<b>Owner Notification</b>	Owner notification took place in July 2018. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<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> <b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b> <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 that fails to comply</b>

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 – 69W8

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: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

<b>Service Number</b>	69W8									
<b>Damage Code</b>	0099									
<b>Parts Vendor Code</b>	WVO									
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90									
<b>Causal Indicator</b>	Mark passenger airbag* as causal part									
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action									
<b>Criteria I.D.</b>	01									
	<p>Replace passenger airbag</p> <p>Labor operation:      6959 55 99                              80 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>5NN880204F</td> <td>Passenger Airbag*</td> </tr> <tr> <td>4.00</td> <td>N 91093502</td> <td>Bolt</td> </tr> </tbody> </table> <p>-AND-</p> <p>Clear DTCs after airbag installation.</p> <p>Labor operation: 0150 00 99 Time stated on diagnostic protocol (max 20 TU)</p>	Quantity	Part Number	Description	1.00	5NN880204F	Passenger Airbag*	4.00	N 91093502	Bolt
Quantity	Part Number	Description								
1.00	5NN880204F	Passenger Airbag*								
4.00	N 91093502	Bolt								

## Claim Entry Instructions – 69W9

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.
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<b>Criteria I.D.</b>	02									
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<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**NHTSA:** 18V375

**Subject: Safety Recall 69W8 – Passenger Frontal Airbag  
2018 Model Year Volkswagen Tiguan**

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 2018 model year Volkswagen Tiguan vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** In a crash, the passenger frontal airbag may not unfold properly or may even tear during deployment. This can result in an increased injury risk to the front passenger in a crash with airbag deployment.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the passenger frontal airbag. This work will take about an hour to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Precautions you should take** Until this recall is completed, do not let anyone ride in the front passenger seat.

**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.

**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 reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.

**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 visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup 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

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69W8 – Passenger Frontal Airbag  
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- 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 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 [www.vw.ca](http://www.vw.ca).

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Sincerely,

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**Subject: Safety Recall 69W9 – Passenger Frontal Airbag  
2018 Model Year Volkswagen Atlas**

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 2018 model year Volkswagen Atlas vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** In a crash, the passenger frontal airbag may not unfold properly or may even tear during deployment. This can result in an increased injury risk to the front passenger in a crash with airbag deployment.

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**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Precautions you should take** Until this recall is completed, do not let anyone ride in the front passenger seat.

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<MONTH YEAR>

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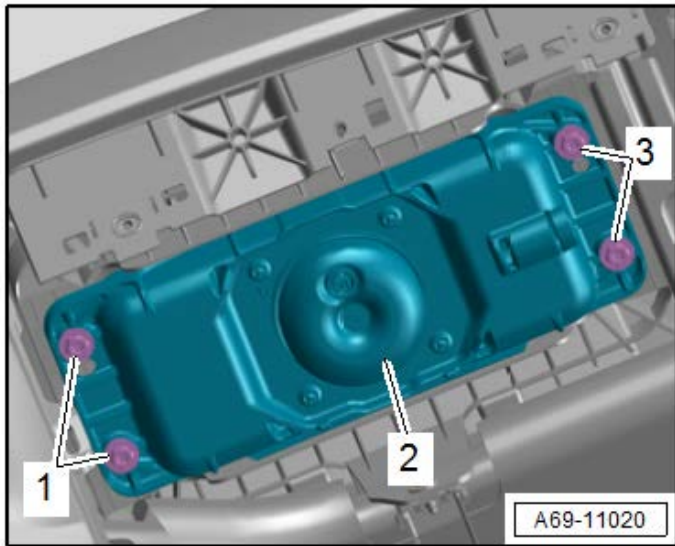
We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection



**Repair Overview**



**69W8:**

- Criteria = 01
- Remove glove compartment, replace passenger airbag, reassemble vehicle and clear faults.

**69W9:**

- Criteria = 02
- Remove glove compartment, replace passenger airbag, reassemble vehicle and clear faults.

**Required Parts**

69W8 - Tiguan			
<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	5NN.880.204.F	Passenger Airbag - Tiguan
	4	N 910.935.02	Bolt

69W9 – Atlas			
<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
02	1	3CN.880.204.F	Passenger Airbag - Atlas
	4	N 910.935.02	Bolt

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. ©2018 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

## Required Tools



Torque Wrench 1783  
2-10Nm  
-VAG1783-  
(or equivalent)



Radio Removal Tool  
-T10057-



Fiber-Optic Repair Set -  
Connector Protective  
Caps  
-VAS6223/9-



Trim Removal Wedge  
-3409-  
(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 ← <b>2</b>	Open ← <b>1</b>

**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

### WARNING

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

### 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 in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

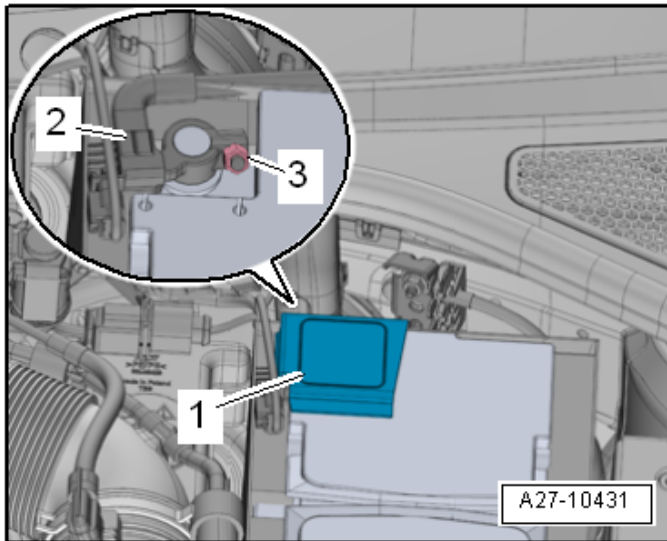
### WARNING

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

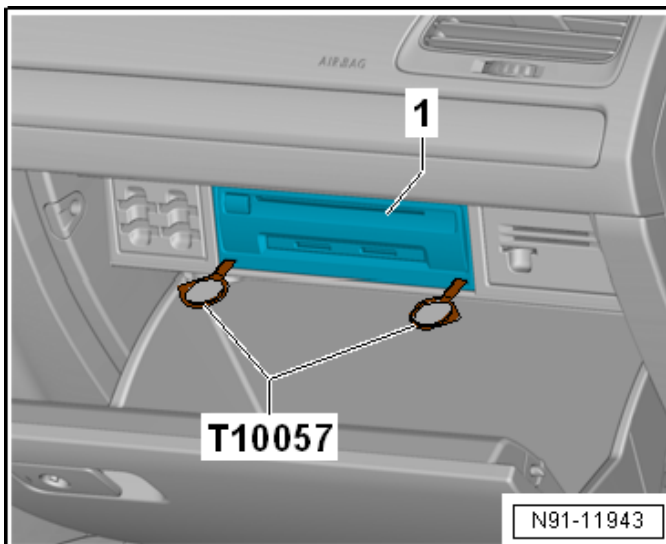
- Turn **ON** the ignition.
- Move the passenger seat to the most rearward position.
- Fully recline passenger seat.

### CAUTION

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.



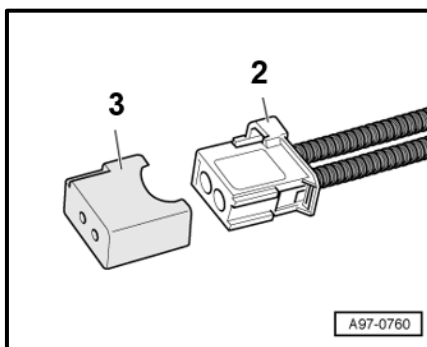
- Open the cover <1> over the battery ground terminal post.
- Loosen the nut <3>.
- Remove and isolate the battery ground cable <2> from the battery terminal.

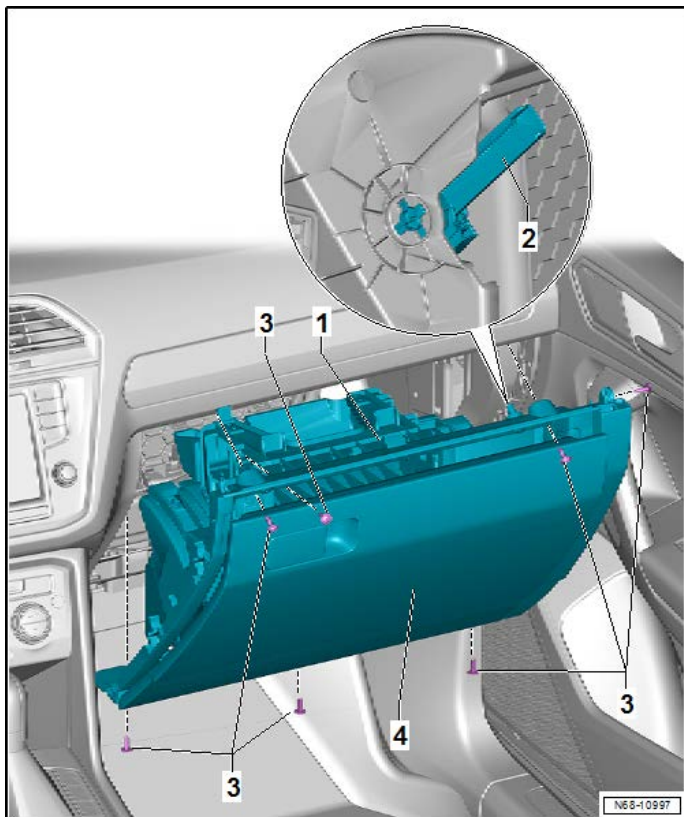


- Remove the Information Electronics Control Module -J794-:
  - Open the glove compartment.
  - Insert the two -T10057- into the slits in the -J794- <1> until they lock into place.

**TIP**  
The points at the grip eyelets of the Radio Removal Tool -T10057- must face outward.

- Remove the -J794- <1> from the glove compartment at the -T10057- grip eyes.
- Release and disconnect the connectors from the -J794- <1>.
- Press the locking tabs on the -J794- and remove the -T10057-.
- Vehicles Equipped with MOST bus:
  - Insert the -VAS6223/9- <3> onto the MOST bus connector <2>.





- Remove the front passenger side instrument panel side cover.
- Remove the glove compartment <1>:

**NOTE**

Tiguan shown. Removal for Atlas is similar.

- Remove the bolts <3>.
- Unclip the glove compartment from the instrument panel and remove it just far enough until the hose for the glove compartment cooling and wiring connectors are accessible.

**NOTE**

Pay attention to dampening mechanism <2> when removing glove compartment. It and its attachment point on the glove compartment are fragile and can be easily broken if care is not taken when removing the glove compartment. Damage to the dampening mechanism or the glove compartment will not be covered under this action.

- Remove the glove compartment cooling hose from the glove compartment.
- Disconnect any connectors from the glove compartment, free up the wiring guides and remove the glove compartment.

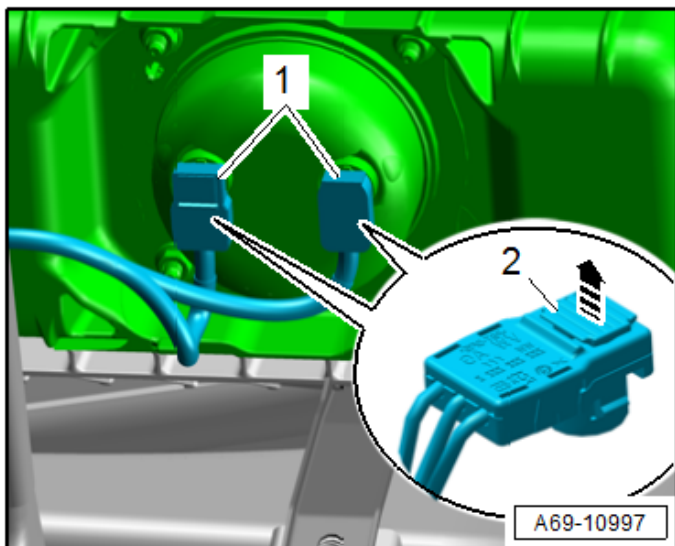
**TIP**

Tiguan:

- The footwell light is on the right side of glove compartment.

Atlas:

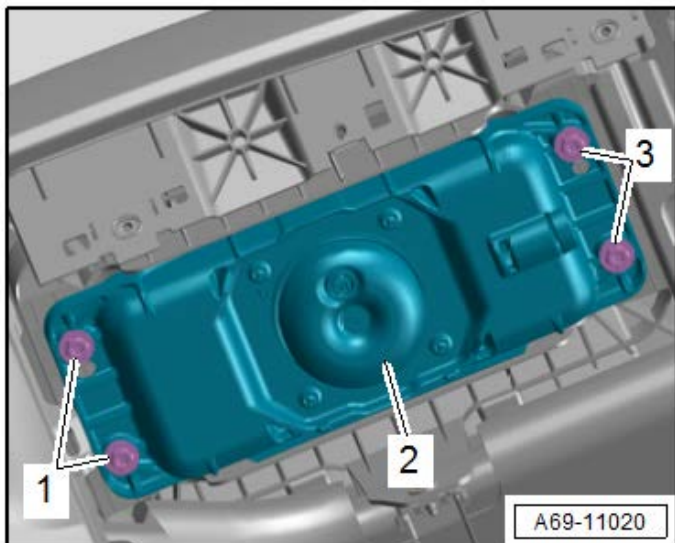
- The footwell light is on the left side of the glove compartment.
- The screw behind the front passenger side instrument panel side cover does not require removal.



**⚠ 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.

- Release the connector locks <2> with a small screwdriver in direction of <arrow>.
- Disconnect the connector <1> on the Front Passenger Airbag Igniter 1 -N131- and Front Passenger Airbag Igniter 2 -N132-.



- Support the Front Passenger Airbag Unit <2> to prevent it from falling out.

**i TIP**

Leaving one of the bolts <1 or 3> installed a few turns will help support the airbag while removing the remaining bolts.

- Remove the bolts <1 and 3>.
- Remove the Front Passenger Airbag Unit <2> downward.

**⚠ WARNING**

Lay the airbag so that the collision cushion faces upward.

- Clean the threads in the instrument panel for bolts <1 and 3> with a 6 x 1.0 mm thread cleaner or tap.
- Install new Front Passenger Airbag Unit and torque new bolts <1 and 3> to 8 Nm.

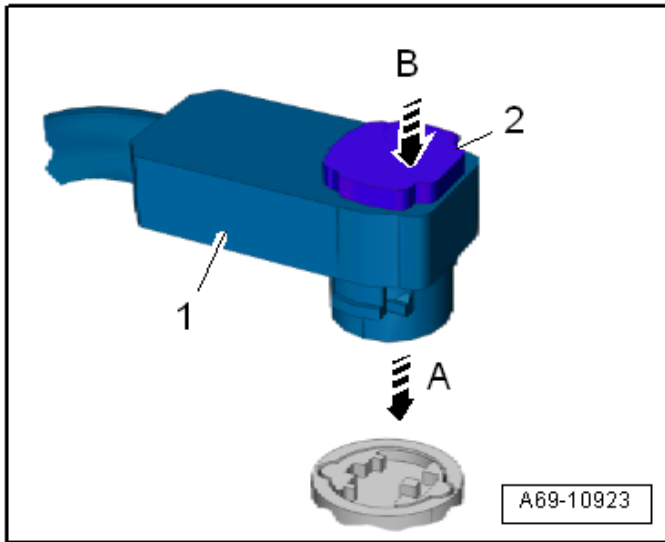
**69W8**

Part Number	Part Description
5NN.880.204.F	Passenger Airbag - Tiguan
N 910.935.02	Bolt (x4)

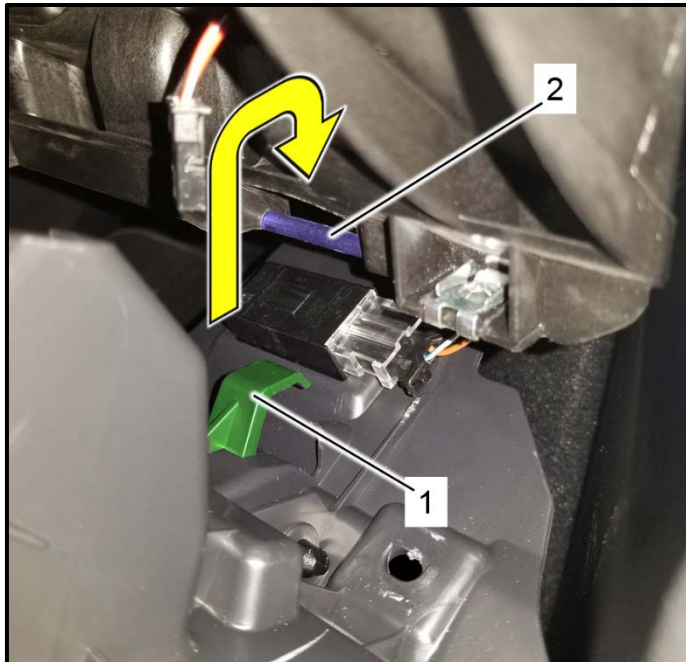
**69W9**

Part Number	Part Description
3CN.880.204.F	Passenger Airbag - Atlas
N 910.935.02	Bolt (x4)





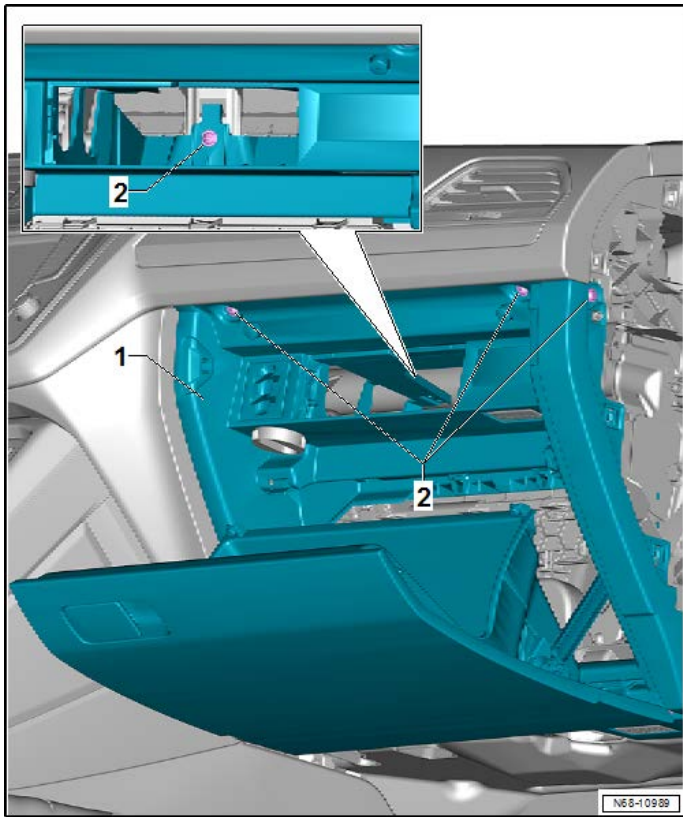
- Connect airbag igniter connectors:
  - Connect the connector <1> to the airbag igniter in direction of <arrow A>.
  - Press in the connector lock <2> in direction of <arrow B>. While doing this, the connector is pushed into the airbag igniter and locks into place.



- There are two assembly aid hooks on the bottom of the glove compartment.
- Lift the hooks <1> on the glove compartment over the bar <2> on the instrument panel.

<p><b>!</b> NOTE</p>
<p>Tiguan shown. Installation for Atlas is similar.</p>





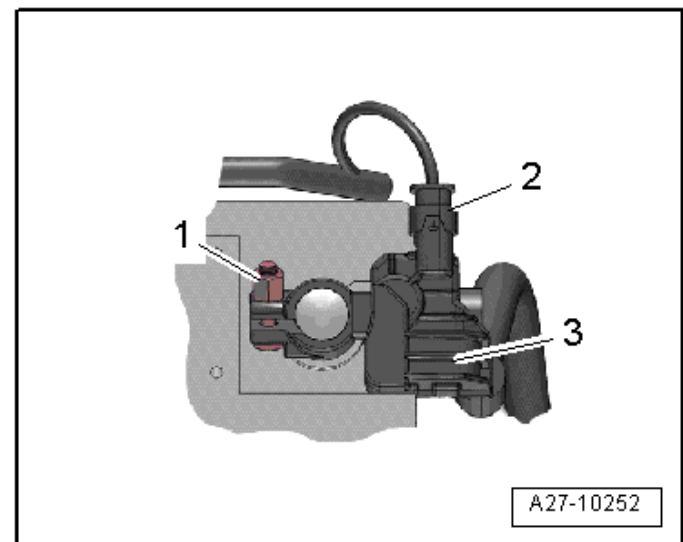
- Reconnect the glove compartment cooling hose and any other connectors.
- Secure the Information Electronics Control Module -J794- wiring harness to the glove compartment.
- Install the glove compartment and torque fasteners to 1.5 Nm.

**NOTE**

Pay attention to dampening mechanism when installing glove compartment. It and its attachment point on the glove compartment are fragile and can be easily broken if care is not taken when installing the glove compartment. Damage to the dampening mechanism or the glove compartment will not be covered under this action.



- Reconnect connectors and install the Information Electronics Control Module -J794-.



**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.

- Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3>.
- Attach the battery ground cable clamp by hand to the battery negative terminal and torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367-.
- Cycle the ignition off and back on.

- Bring passenger seat to an upright position.
- Set clock to local time.
- Activate the convenience open/close functions.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.

 **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 a short distance (less than 100 meters). This activates Steering Angle Sensor -G85-.
- Once -G85- is activated and the ignition is cycled, the Start/Stop function will also start working again and any faults related to the battery being disconnected should be able to be cleared.

**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) for U.S. and the Part Destruction and Core Disposition Report for Canada.

## 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 unintentional 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.