



Safety Recall

Code: 69X1

Subject	Second Row Bench Seat Safety Belt Buckles
Release Date	June 21, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Volkswagen Atlas with second row bench seat <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
Problem Description	If a child restraint with a larger than recommended base is installed in the center position of the second row bench seat, it may damage both the center and adjacent outboard safety belt buckles. A damaged safety belt buckle can release unexpectedly, increasing the risk of injury to vehicle occupants in a crash.
Corrective Action	At no cost to customers, the second row bench seat center and adjacent left (outboard) safety belt buckles will be inspected and, if necessary, replaced. Volkswagen will also provide an owner's manual supplement addressing child safety and child restraints.
Precautions	If any damage is noticed on the second row bench seat safety belt buckles in the vehicle during or after child restraint use, owners are advised to contact the nearest Volkswagen dealer right away to have the issue addressed.
Parts Information	Owner Manual Supplement: <ul style="list-style-type: none">• An allocation of printed owner manual supplements is shipping to dealers to support affected inventory.• Dealers who need supplements immediately can print them from the links found in ServiceNet/Elsa.• Additional supplements can be ordered via the Technical Literature portal after July 01, 2018. Safety belt buckles are not available at this time.
Code Visibility	On or about June 20, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about June 20, 2018, this campaign code will show open on affected vehicles in Elsa. On or about June 20, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Owner notification will take place in June 2018. Owner letter examples are included in this bulletin for your reference.
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By

law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

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

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.

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

Service Number	69X1																		
Damage Code	0099																		
Parts Vendor Code	WWO																		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																		
Causal Indicator	Select labor as causal <u>or</u> ONLY if replaced, mark Seat Belt Buckle as causal part.																		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																		
Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.																			
Criteria I.D.	01																		
	<p>Inspect both Seat Belt Buckles, no damage found, no further work required. Labor operation: 6925 01 99 10 T.U.</p> <p>-OR-</p> <p>Inspect both Seat Belt Buckles, replace ONE Seat Belt Buckle. Labor operation: 6925 19 99 40 T.U.</p> <table><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>3CN857739 MNB</td><td>Center Passenger Seat Belt Buckle</td></tr></tbody></table> <p>-OR-</p> <table><tbody><tr><td>1.00</td><td>3CN857739A MNB</td><td>Left Passenger Seat Belt Buckle</td></tr></tbody></table> <p>-OR-</p> <p>Inspect both Seat Belt Buckles, replace BOTH Seat Belt Buckles. Labor operation: 6925 20 99 70 T.U.</p> <table><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>3CN857739 MNB</td><td>Center Passenger Seat Belt Buckle</td></tr></tbody></table> <p>-AND-</p> <table><tbody><tr><td>1.00</td><td>3CN857739A MNB</td><td>Left Passenger Seat Belt Buckle</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	3CN857739 MNB	Center Passenger Seat Belt Buckle	1.00	3CN857739A MNB	Left Passenger Seat Belt Buckle	Quantity	Part Number	Description	1.00	3CN857739 MNB	Center Passenger Seat Belt Buckle	1.00	3CN857739A MNB	Left Passenger Seat Belt Buckle
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Criteria I.D.	02																		
	<p>Add owner's manual supplement Labor operation: 0671 33 99 10 T.U.</p>																		

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: 18V380

**Subject: Safety Recall 69X1 - Second Row Bench Seat Safety Belt Buckles
2018 Model Year Volkswagen Atlas with Second Row Bench Seat**

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 equipped with a second row bench seat. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	If a child restraint with a larger than recommended base is installed in the center position of the second row bench seat, it may damage both the center and adjacent outboard safety belt buckles. A damaged safety belt buckle can release unexpectedly, increasing the risk of injury to vehicle occupants in a crash.
What will we do?	<p>To address this issue, your authorized Volkswagen dealer will inspect the second row bench seat center and adjacent left (outboard) safety belt buckles and replace one or both if necessary. This work may take up to an hour to complete and will be performed for you free of charge.</p> <p>Additionally, enclosed with this letter please find an owner manual supplement entitled <i>Child Safety and Child Restraints</i>. Please read this booklet and keep it with your owner's manual for future reference.</p>
What should you do?	Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer .
Precautions you should take	If you notice any damage to the second row bench seat safety belt buckles in your vehicle during or after child restraint use, please contact your nearest Volkswagen dealer right away to have the issue addressed.
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 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 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

Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69X1 - Second Row Bench Seat Safety Belt Buckles
2018 Model Year Volkswagen Atlas with Second Row Bench Seat**

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 2018 model year Volkswagen Atlas vehicles equipped with a second row bench seat. Our records show that you are the owner of a vehicle affected by this action.

- | | |
|---|--|
| What is the issue? | If a child restraint with a larger than recommended base is installed in the center position of the second row bench seat, it may damage both the center and adjacent outboard safety belt buckles. A damaged safety belt buckle can release unexpectedly, increasing the risk of injury to vehicle occupants in a crash. |
| What will we do? | <p>To address this issue, your authorized Volkswagen dealer will inspect the second row bench seat center and adjacent left (outboard) safety belt buckles and replace one or both if necessary. This work may take up to an hour to complete and will be performed for you free of charge.</p> <p>Additionally, enclosed with this letter please find an owner manual supplement entitled <i>Child Safety and Child Restraints</i>. Please read this booklet and keep it with your owner's manual for future reference.</p> |
| What should you do? | Please contact your authorized Volkswagen dealer without delay to schedule this recall work. |
| Precautions you should take | If you notice any damage to the second row bench seat safety belt buckles in your vehicle during or after child restraint use, please contact your nearest Volkswagen dealer right away to have the issue addressed. |
| 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, 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 . |

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

Required Owner's Manual Supplement

NOTE

Dealers may print out and use the owner manual inserts (available as attachments in Elsa and ServiceNet) or use printed booklets (if available).

Criteria	Quantity	Part Number	Part Description
ALL	1	5K7.012.723.FC*	Owner's Manual Supplement – U.S.
	1	5K7.012.722.FC*	Owner's Manual Supplement – Canada (English)
	1	5K7.012.742.FC*	Owner's Manual Supplement – Canada (French)





*The supplement part number can be found in the lower left corner on the first page of the supplement file.

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.

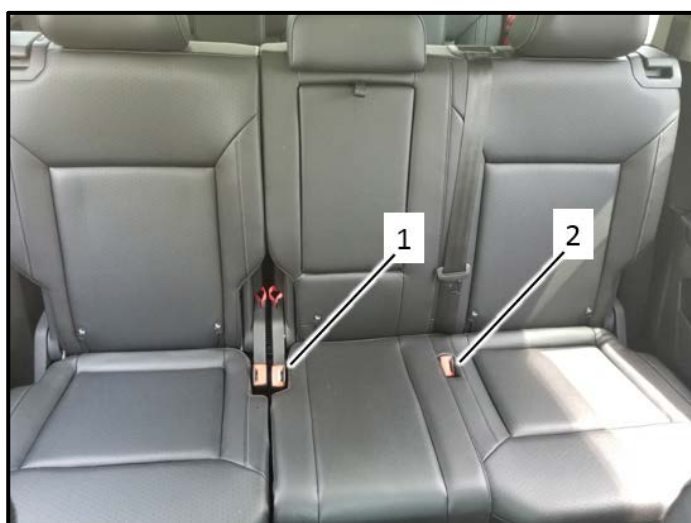
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

NOTE

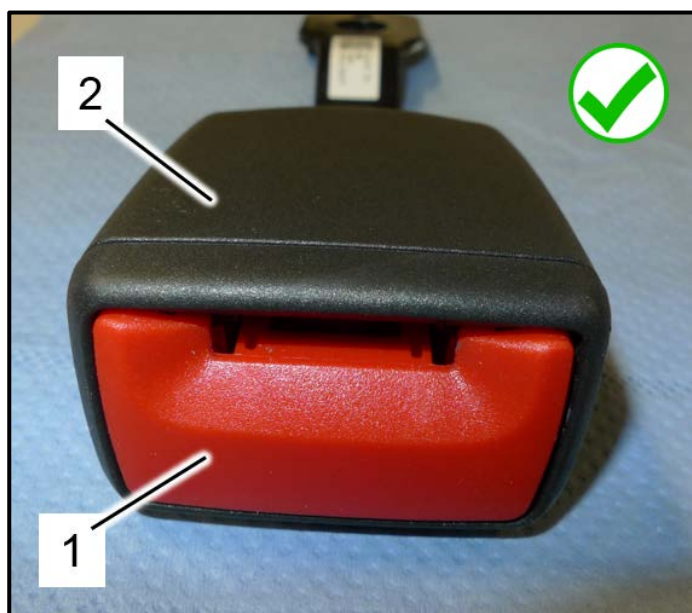
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, 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.

Section B – Second Row Seat Belt Buckle Inspection

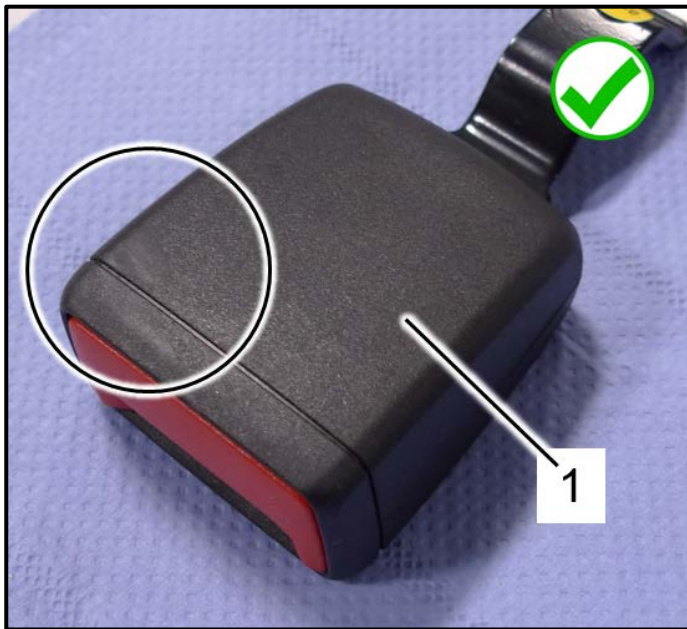


- Inspect center passenger <1> and left passenger <2> seat belt buckles on the bench seat.
- **A flashlight should be used to aid in the inspection.**
- If the buckle is damaged, it must be replaced.

Examples of acceptable seat belt buckles:



- The release button <1> is flush with the buckle housing <2>.
- The housing <2> is not deformed or separated.

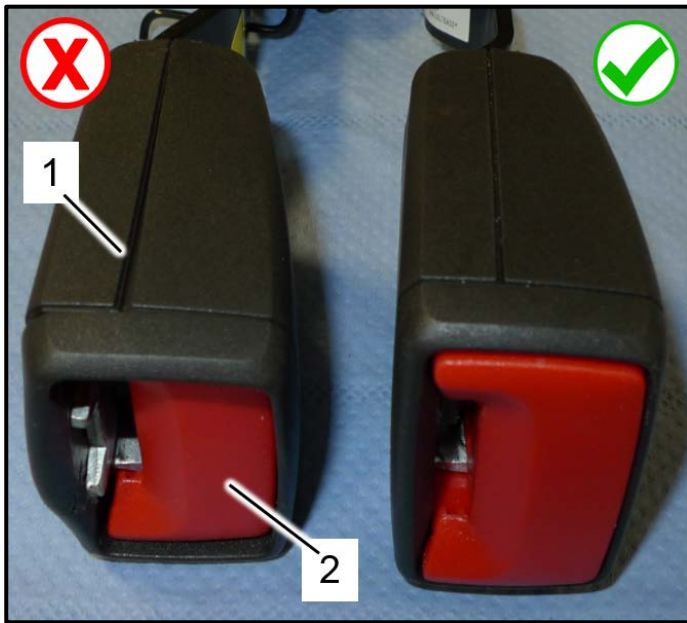


- The housing <1> may show scuff marks or other indications of normal usage (surface scratches, for example).
- These marks are not an indication of damage and the buckle will not require replacement.
- If no damage to the buckle is found, **place owner's manual supplement in glove compartment and Proceed to Section E.**

- **If any of the following scenarios are found:**
 - **The affected seat belt buckle must be replaced.**
 - **The vehicle should be grounded until parts arrive.**
 - **A VTA Web ticket must be created to order a new seat belt buckle.**
- **See Section C and/or Section D for seat belt buckle replacement instructions.**



- The housing is deformed on the top in the area of the release button.



- The housing is broken or split <1>.

AND/OR

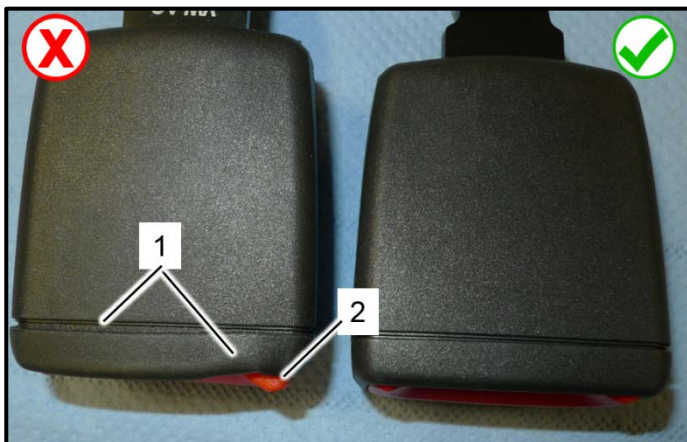
- The button no longer returns to the released position <2>.



- The housing is broken or split <1>.

AND/OR

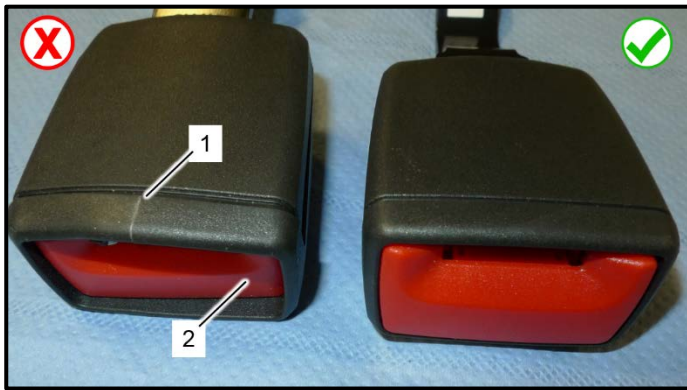
- The button protrudes outside of the housing <2>.



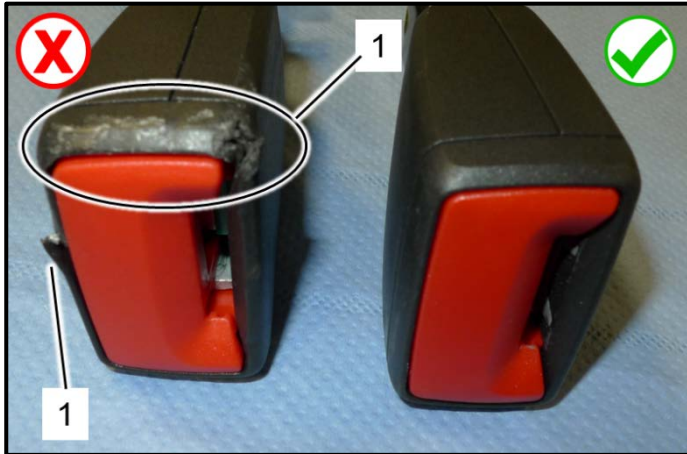
- The housing is deformed <1>.

AND/OR

- The button protrudes outside of the housing <2>.



- The housing is deformed and/or cracked <1>.
- AND/OR
- The button no longer returns to the released position <2>.



- The housing is deformed or broken <1>.

- When replacing an affected seat belt buckle, a VTA WEB ticket <arrow> must be created to order the seat belt buckle(s). Do not call VTA.
- Attach a photo showing damage to the seat belt buckle(s) to the VTA WEB ticket.


Technical Assistance

Create Ticket

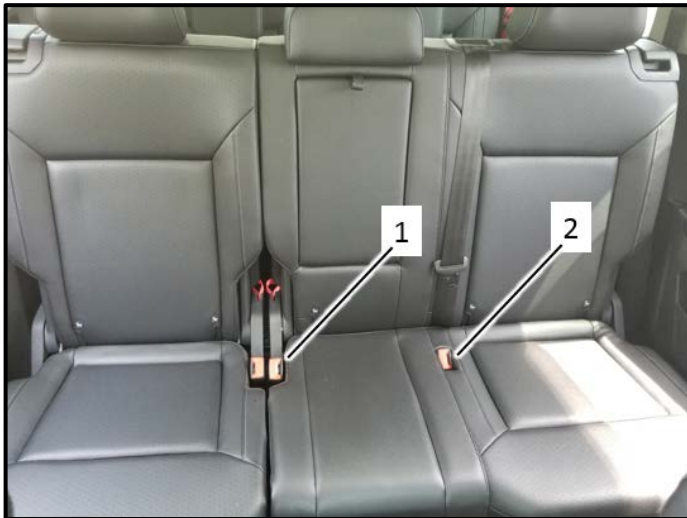
Ticket Information

Concern Type: Technician Email:
 Technician Name: **Valid tech name** Dealer Code:

Vehicle Information

VIN: Make:
 Model: Model Year:
 Mileage: 4278 Engine Code:
 Contact Options: ☐ I will call now ☒ I will wait for web response (up to 2 business hours) Transmission Code:
Web ticket 

- When creating the WEB ticket, be sure to enter a contact phone number at the bottom of the Technician's Questionnaire.
- **Ground the vehicle until parts arrive.**



- If center passenger seat belt buckle <1> requires replacement, **Proceed to Section C.**
- If left passenger seat belt buckle <2> requires replacement, **Proceed to Section D.**

Required Parts for Seat Belt Buckle Replacement, If Necessary

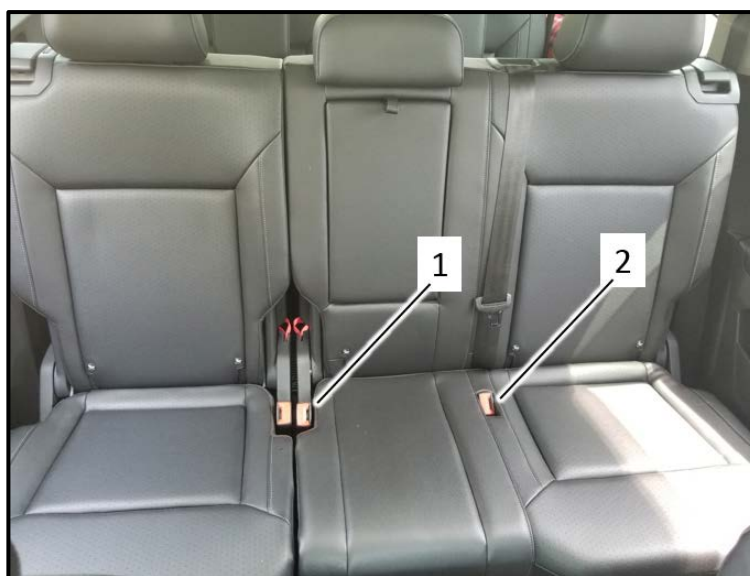
NOTE

The specified part numbers reflect the status at the start of this campaign. Updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Criteria	Quantity	Part Number	Part Description	Position
ALL	1	3CN.857.739 MNB	Center Passenger Seat Belt Buckle	1
		3CN.857.739.A MNB	Left Passenger Seat Belt Buckle	2

IMPORTANT PARTS INFORMATION

- At the time of campaign launch, replacement seat belt buckles may not be available.



Required Tools for Seat Belt Buckle Replacement, If Necessary

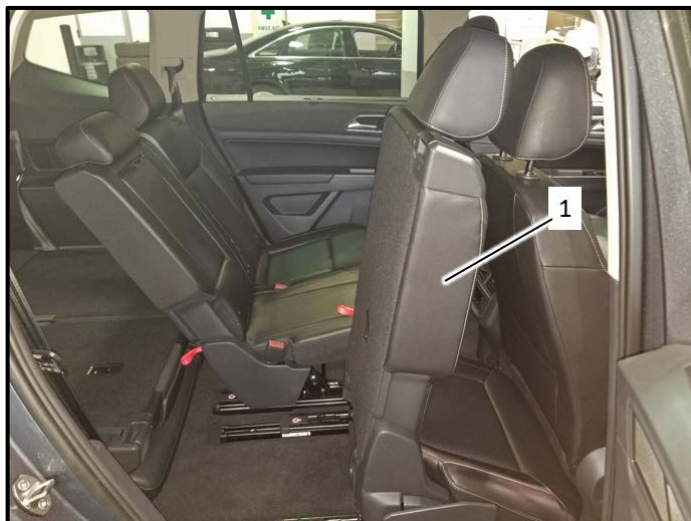


Torque Wrench
5-50Nm
-VAG1331-
(or equivalent)



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

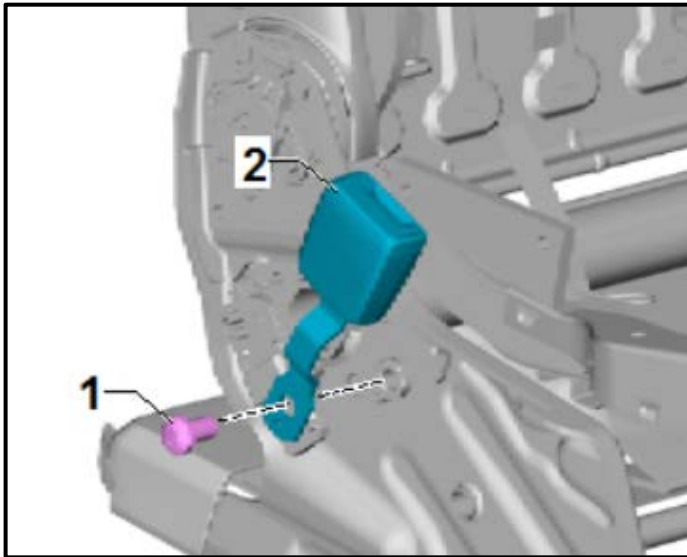
Section C – Center Passenger Seat Belt Buckle Replacement



- Tilt the second row single seat <1> all the way forward.



- Remove seat trim <1> from second row bench seat:
 - Remove bolt <2>.
 - Pull seat trim away from seat and remove from seat frame in direction of <arrow>.



- Remove bolt <1>.
- Remove seat belt buckle <2>.
- Install new buckle and torque bolt <1> to 40 Nm.

Part Number	Part Description
3CN.857.739 MNB	Center Passenger Seat Belt Buckle



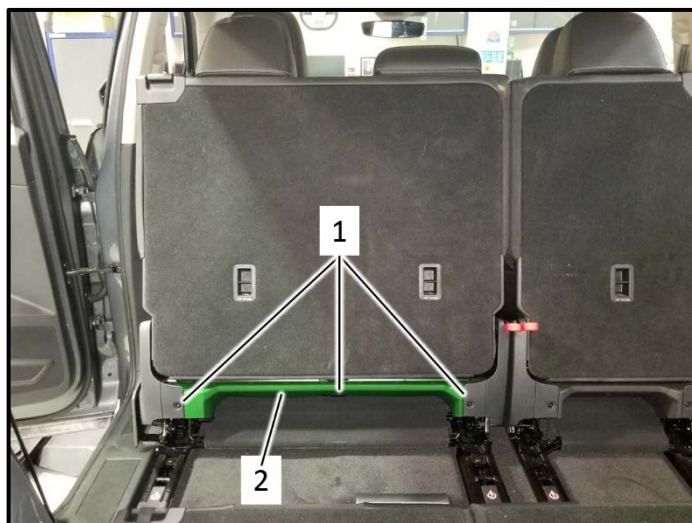
- Route release strap through the opening in the seat trim.
- Install seat trim onto seat frame in direction of <arrow>.
- Install bolt <2> and torque to 3 Nm.
- Return second row seats to their original position.

If Left Passenger Seat Belt Buckle Requires replacement, Proceed to Section D.

If Left Passenger Seat Belt Buckle is not Damaged:

- Place owner's manual supplement in glove compartment and Proceed to Section E.

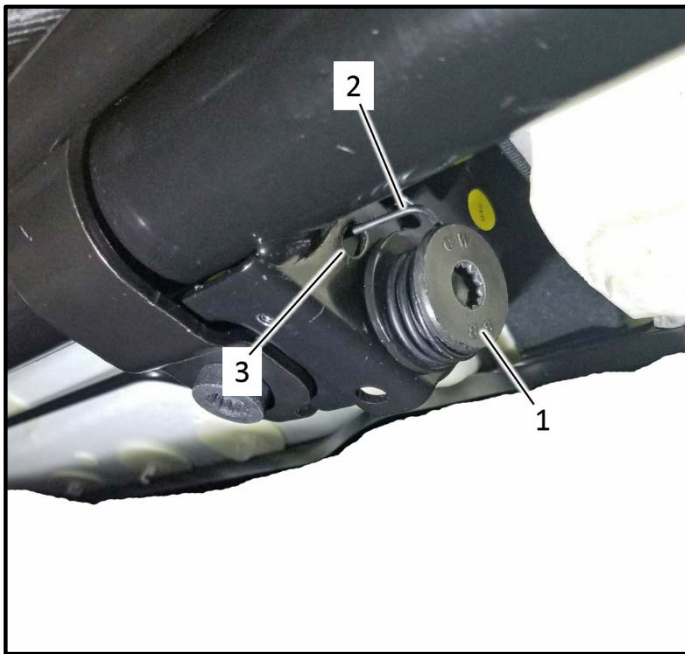
Section D – Left Passenger Seat Belt Buckle Replacement



- Slide and tilt left second row bench seat all the way forward.
- Remove bolts <1>.
- Carefully move the side trim panels out of the way and remove footwell trim <2>.



- Remove bolt <1> and pull seat belt buckle down through the seat.

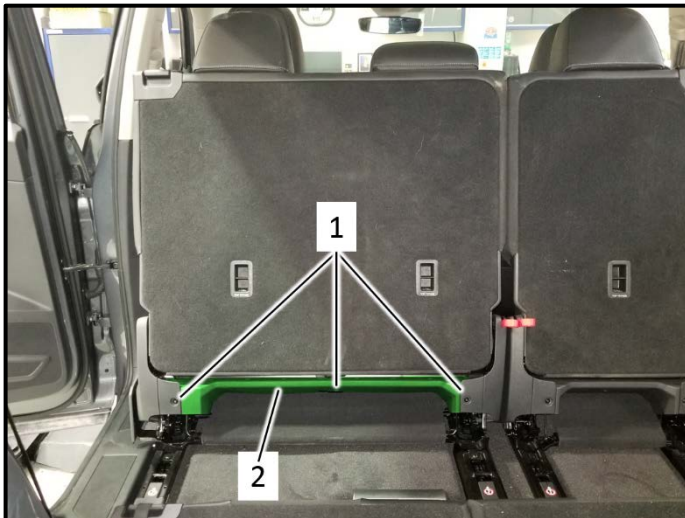


- Install new seat belt buckle up through the seat.
- Insert spring <2> into hole <3>.
- Torque bolt <1> to 40 Nm.

NOTE

When the spring <2> is pre-loaded, the bolt <1> may be difficult to align. Use care when starting bolt <1> so the bolt is not cross threaded.

Part Number	Part Description
3CN.857.739.A MNB	Left Passenger Seat Belt Buckle



- Install trim <2> and torque bolts <1> to 3 Nm.
- Return second row seats to their original position.

Place owner's manual supplement in glove compartment and Proceed to Section E.

Section E – 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 F.

Section F - 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.