



Safety Recall

Code: 69X3

Subject Driver Frontal Airbag Inflator

Release Date April 18, 2019

Affected Vehicles **U.S.A. & CANADA: Certain 2003 Model Year Volkswagen vehicles***

Country	Model Year	Vehicle	Vehicle Count
USA	2003	JETTA WAGON (A4)	44
		PASSAT SEDAN (B5)	1,080
		JETTA SEDAN (A4)	464
		EUROVAN/EUROVAN CHASSIS	153
		PASSAT WAGON (B5)	628
		GOLF/GTI (A4)	192
CANADA	2003	JETTA WAGON (A4)	35
		PASSAT SEDAN (B5)	184
		JETTA SEDAN (A4)	60
		EUROVAN/EUROVAN CAMPERVAN	9
		PASSAT WAGON (B5)	24
		GOLF/GTI (A4)	59

***Counts reflect overall recall population; some vehicles may have already been repaired.**

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 only valid campaign inquiry & verification source.

- ✓ 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 The driver frontal airbag inflator may explode in a crash with airbag deployment. Sharp metal fragments can hit people and cause serious injury or death.

Corrective Action Inspect and, if necessary replace the driver frontal airbag inflator.

IMPORTANT! **Service Advisor – print out Questionnaire from Appendix B and ensure it is completed and returned with the removed inflator as required.**

DO NOT include inflators returned under this recall with your Takata inflator returns.

Parts Information Due to the small number of affected vehicles there will be no initial allocation of parts. If parts are needed to support a vehicle repair,

- Canadian Dealers contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat/text with VIN to order.
- US Dealers contact AVA with the VIN to order.

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. ©2019 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Code Visibility

On or about April 18, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vwclub.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.

On or about April 18, 2019, this campaign code will show open on affected vehicles in Elsa.

On or about April 18, 2019, 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 April 2019. 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.vwclub.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	69X3						
Damage Code	0099						
Parts Vendor Code	WWO						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark driver frontal airbag inflator kit as causal part*						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action U.S.A.: Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the mobility program. Please refer to section 3.30 in the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. Canada: Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.						
Criteria I.D.	01 -or- 02						
	<p>Check driver frontal airbag part number, no further work required</p> <p>Labor operation: 0183 00 99 30 T.U.</p> <p>-OR-</p> <p>Check driver frontal airbag part number; replace driver frontal airbag inflator</p> <p>Labor operation: 6953 55 99 50 T.U.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Quantity</th> <th style="text-align: left;">Part Number</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>1J0898201</td> <td>Airbag inflator kit*</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	1J0898201	Airbag inflator kit*
Quantity	Part Number	Description					
1.00	1J0898201	Airbag inflator kit*					
Criteria I.D.	03 -or- 04						
	<p>Check driver frontal airbag part number, no further work required</p> <p>Labor operation: 0183 00 99 30 T.U.</p> <p>-OR-</p> <p>Check driver frontal airbag part number; replace driver frontal airbag inflator</p> <p>Labor operation: 6953 55 99 50 T.U.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Quantity</th> <th style="text-align: left;">Part Number</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>1J0898201A</td> <td>Airbag inflator kit*</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	1J0898201A	Airbag inflator kit*
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The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2019 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V406

**Subject: Safety Recall 69X3 – Driver Frontal Airbag Inflator
Certain 2003 Model Year Volkswagen Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

DANGER!

The driver airbag inflator may explode in a crash with airbag deployment.

Sharp metal fragments can hit people and cause serious injury or death.

What should you do? Schedule this recall repair immediately.

Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit www.vw.com/find-a-dealer to locate a dealer near you and schedule this service online.

What will we do?

To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the driver airbag inflator in your vehicle. This work will take about an hour to complete and will be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69X3 – Driver Frontal Airbag Inflator
Certain 2003 Model Year Volkswagen Vehicles**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

DANGER!

**The driver airbag inflator may explode in a crash with airbag deployment.
Sharp metal fragments can hit people and cause serious injury or death.**

What should you do? Schedule this recall repair immediately.

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

What will we do?

To correct this defect, your authorized Volkswagen dealer will inspect and, if necessary, replace the driver airbag inflator in your vehicle. This work will take about an hour to complete and will be performed for you free of charge.

Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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

DANGER

- The driver frontal airbag inflator could potentially rupture (due to propellant degradation occurring after long-term exposure to absolute high humidity and temperature cycling). In the event of an inflator rupture, in very rare cases metal fragments could pass through the airbag cushion material, which may result in serious injury or death.
- This Recall should be performed before any other work is performed on the vehicle.

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.

Repair Overview



- Replace driver frontal airbag inflator.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	1J0.898.201	Airbag inflator kit
02			
03	1	1J0.898.201.A	Airbag inflator kit
04			

Required Safety Equipment



Ear Protection
(locally sourced)



Face Shield
(locally sourced)

Required Tools



ESD Work Surface
-VAS 6613-



Airbag Support
-T10568-



Torque Wrench
(4 - 20 Nm)
-1410-
(or equivalent)

Required Work Environment

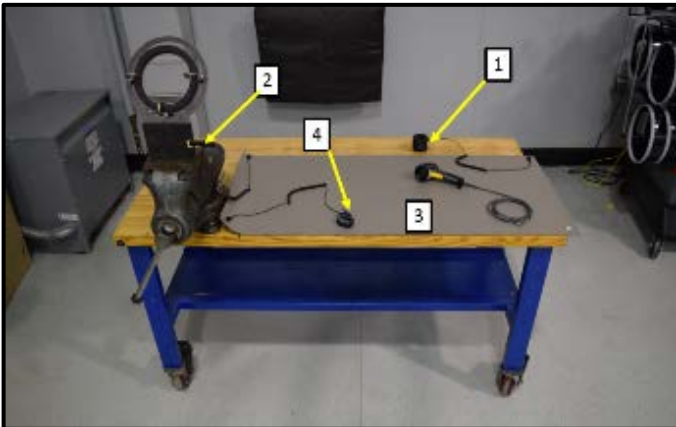
WARNING

Risk of injury.

It is critical that a clean, uncongested work environment is utilized during the inflator replacement procedure. Extra tools, debris, etc... in the blast area of an airbag impose a danger in the event an airbag were to deploy. Ensure there are no loose components in the blast area of the airbag.



- Workbench that will support a vise.
- Work surface free of unnecessary tools, equipment and debris.



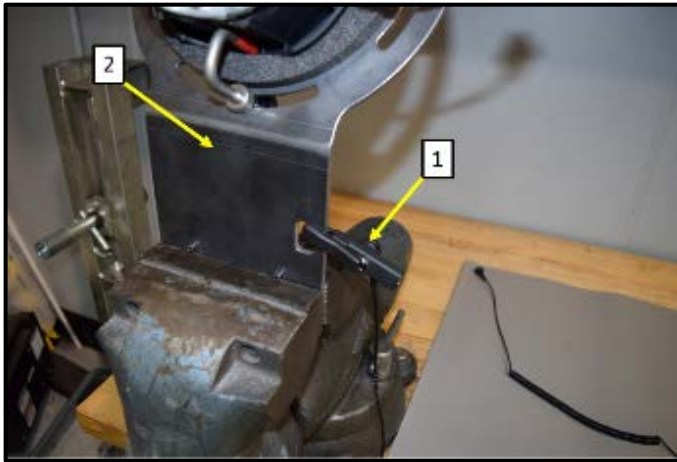
NOTE

- Prior to beginning work, all parts and tools are to be placed on the ESD table mat.
- The workstation must be in the vicinity of the vehicle.

- Assemble ESD workplace -VAS 6613- <1, 2, 3, and 4>.
- Plug ESD workplace into a wall socket using plug <1>.

NOTE

The wall socket or extension cord must have a sufficient ground.



- Clamp Airbag Support T10568 <2> into the vice.
- Connect crocodile clip <1> to airbag support <2> and ESD workplace -VAS 6613-.

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 ← 2	Open ← 1

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 – Battery Disconnect



- Prior to beginning repairs, verify the horn is operational.

NOTE

Diagnosis and repair of an inoperable horn, before or after inflator replacement, will not be covered under this campaign.

WARNING

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

NOTE

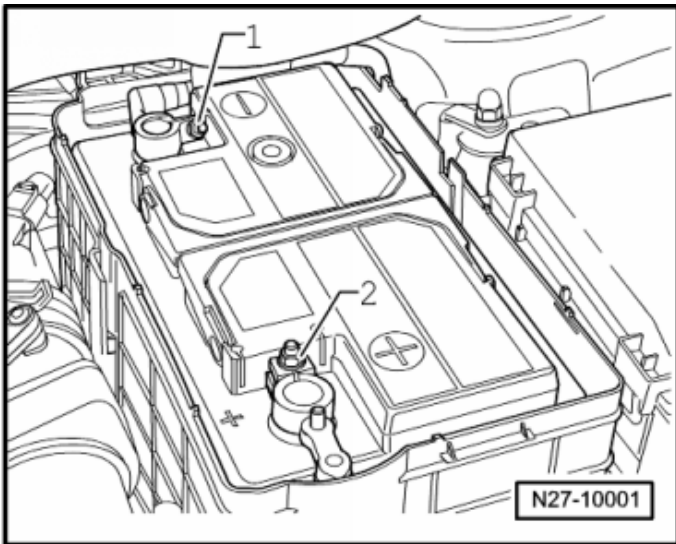
Before disconnecting the battery, it is recommended to record the customer's radio presets so they can be restored before returning vehicle to the customer.

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

CAUTION

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.

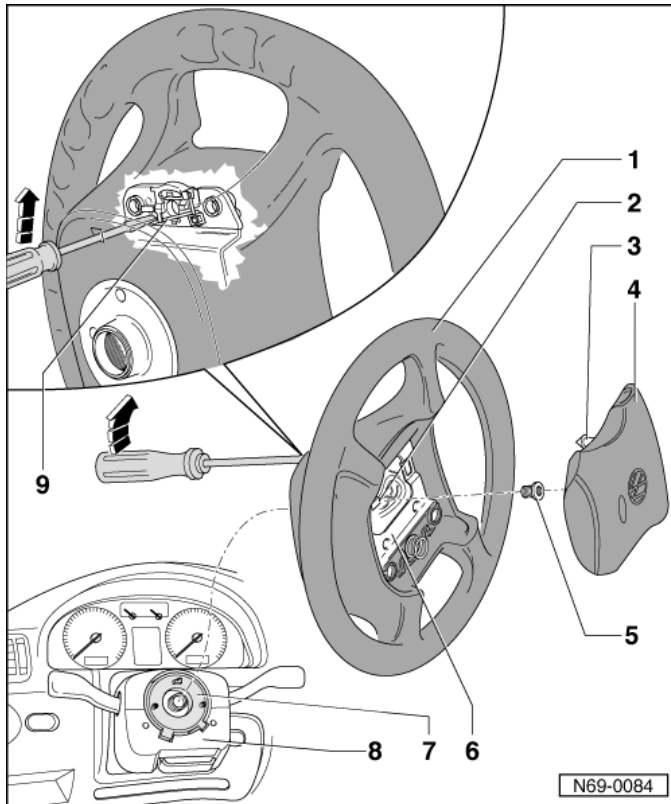
- Access the battery.



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

Proceed to Section C.

Section C – Airbag Removal



Remove driver frontal airbag:

- Release steering column adjuster.
- Pull out steering column entirely and push into lower position.
- Turn the steering wheel until the spokes are in a vertical position.
- Secure steering column adjustment.
- Insert a screwdriver all the way into the hole on the back of the steering wheel (approximately 45 mm).
- Pull up on screwdriver in direction of <arrow> to release the clamp <9>.
- Turn the steering wheel 180° and repeat the procedure on the opposite side.

NOTE

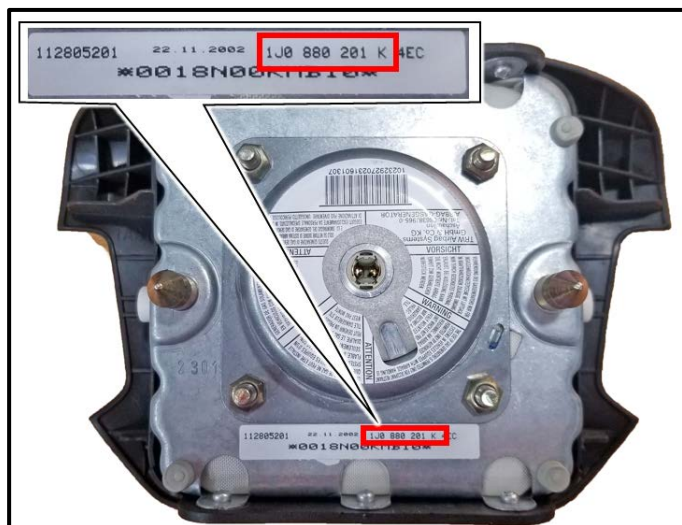
The screwdriver previously mentioned should be about 175 mm long and have a blade width of 7 mm.

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.
- Set the airbag down so the logo on the impact cushion faces upward.
- Carefully disconnect the airbag connector.

Proceed to Section D.

Section D – Airbag Inspection



Criteria	Core Airbag Part Number
01 or 02	3B0.880.201.AS
03 or 04	1J0.880.201.E -or- 3B0.880.201.AQ

NOTE

In the event of a previous airbag replacement, there may be a different part number (driver frontal airbag) fitted in the vehicle.

- Check driver frontal airbag part number.
- Compare the core part number <arrow> of the removed driver frontal airbag to the chart below.
- If the core part number of the fitted driver frontal airbag **does not match** the criterion and the part number in the table, or if the core part number **is not available**:
 - Take a clear photo of the airbag part number AND the bar code on the inflator.
 - Create a VTA WEB Ticket and wait for further direction.
- If the core part number of the fitted airbag unit matches the criterion and the core part number in the table:
 - **Proceed to Section E.**

NOTE

The part number will also have a three digit color code after the core part number. This color code is not relevant for this inspection.

Section E – Inflator Replacement

⚠ WARNING

Risk of injury.

- 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.

⚠ WARNING

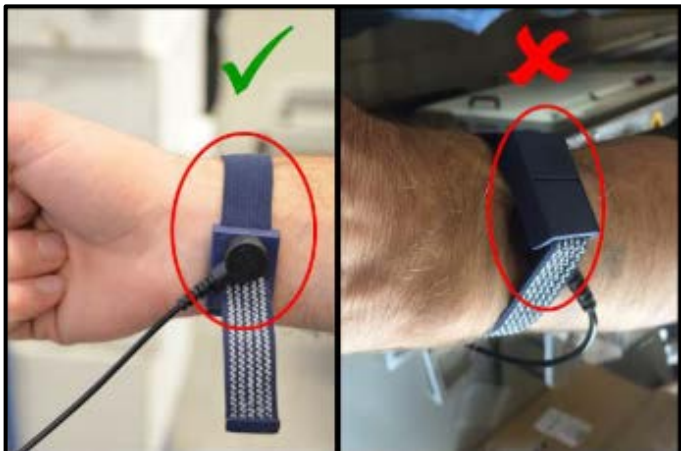
Risk of injury.

It is critical that a clean, uncongested work environment is utilized during the inflator replacement procedure. Extra tools, debris, etc... in the blast area of an airbag impose a danger in the event an airbag were to deploy. Ensure there are no loose components in the blast area of the airbag.



! NOTE

- Prior to beginning work, all parts and tools are to be placed on the ESD table mat.
- The workstation must be in the vicinity of the vehicle.



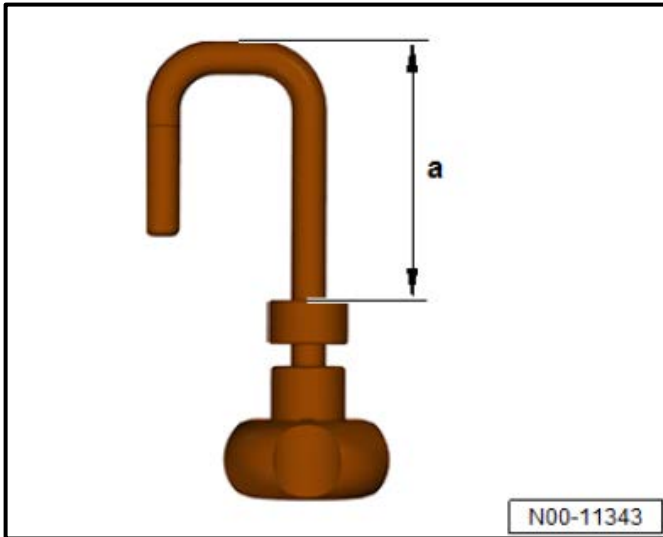
- Put the wrist strap from the ESD workplace on your wrist.

⚠ CAUTION

The white dots on the wrist strap must be against the skin.

- Criteria 01 or 02: Proceed to Subsection 1.
- Criteria 03 or 04: Proceed to Subsection 2.

Sub-section 1 – Criteria 01 or 02 Inflator Replacement

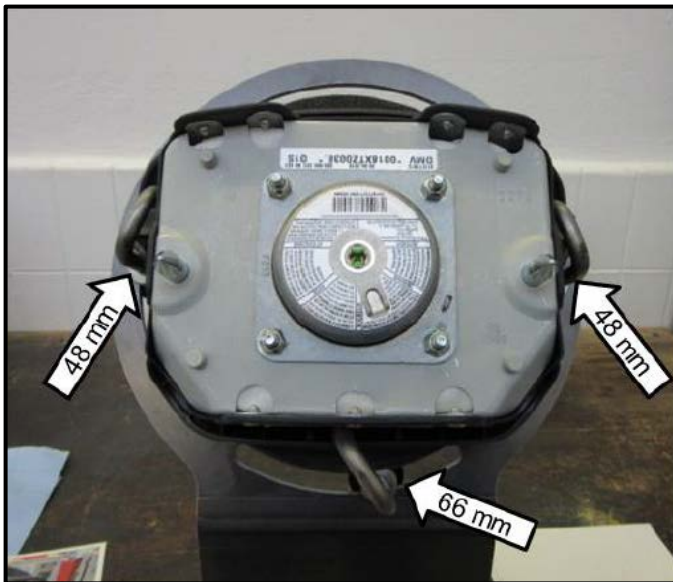


Adjust securing hooks:

- Adjust the knurled nuts of securing hooks to dimension <a> as follows:
 - Two hooks = 48 mm
 - One hook = 66 mm

! NOTE

Tighten mounting by hand to prevent damage.

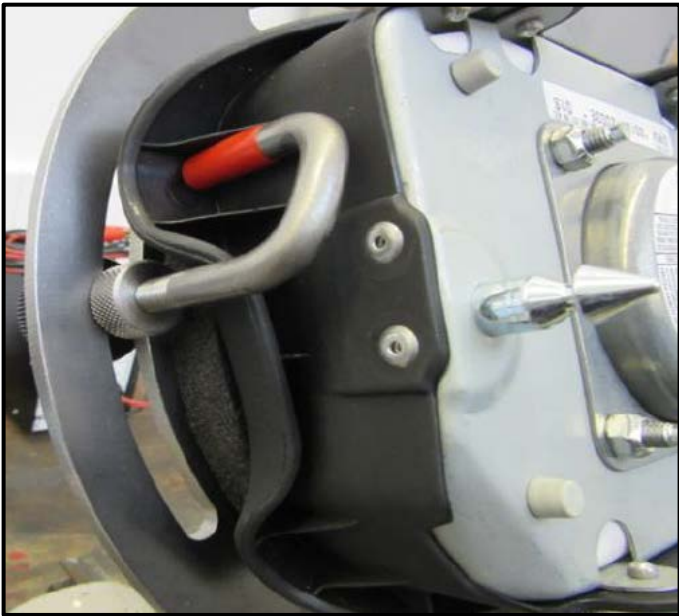


Clamp airbag into airbag support:

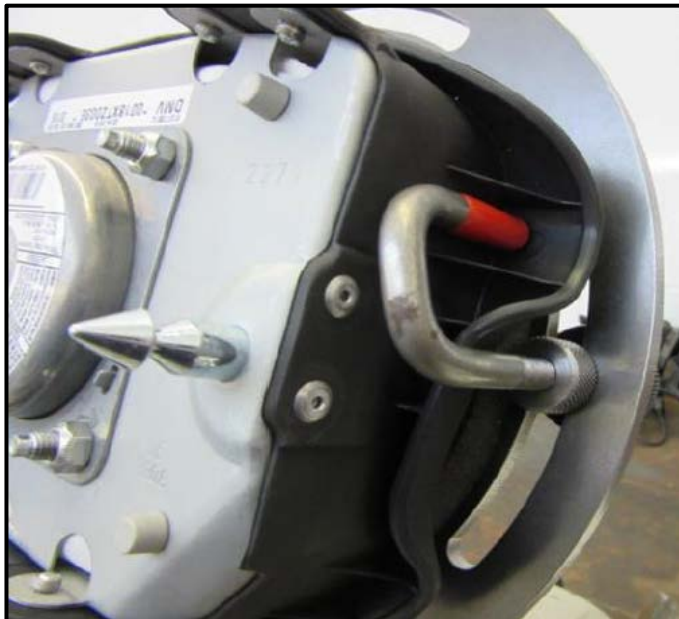
- Clamp airbag centrally in airbag support. There are securing points on the sides <arrows>, parallel, opposite each other, and at the bottom.

! NOTE

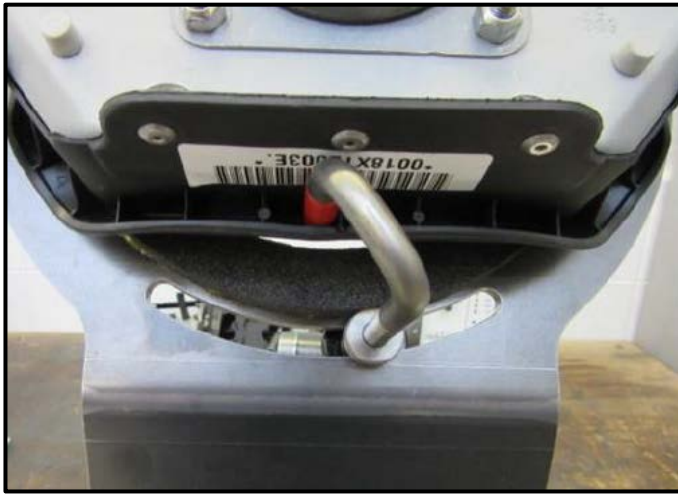
The clamps must be placed in the positions shown <arrows> to prevent damage to the airbag. Damage to the airbag is not covered under this action.



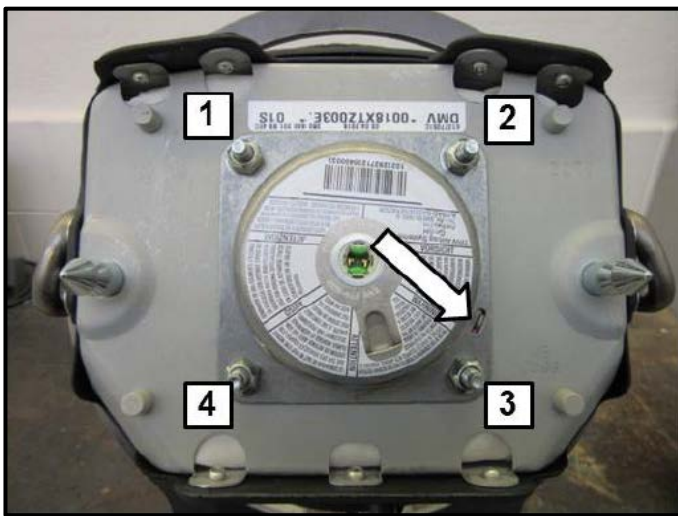
- Left mounting point = 48 mm.



- Right mounting point = 48 mm.



- Lower mounting point = 66 mm.



Replace inflator:

⚠ WARNING

Make sure that during the repair no parts get into in the airbag area.

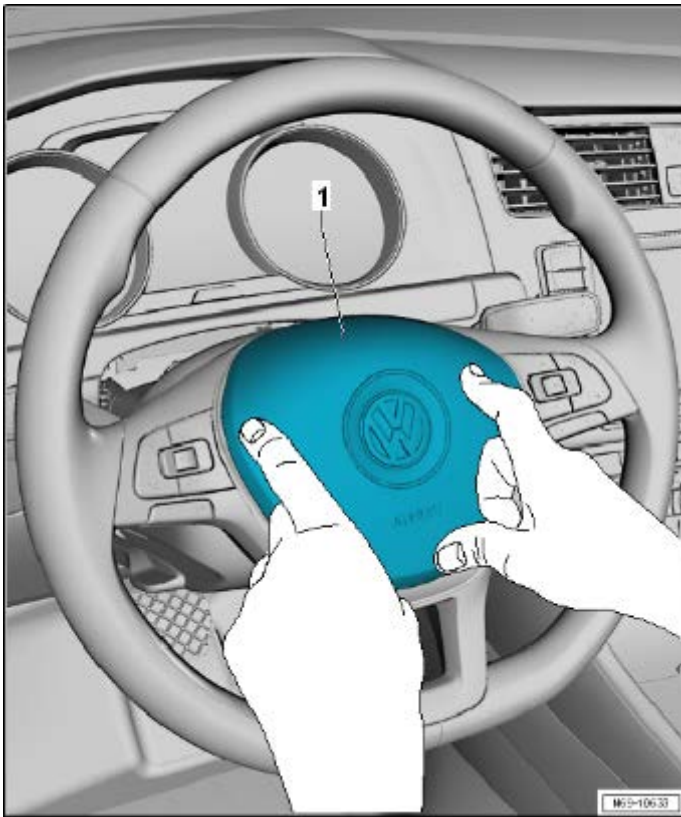
- Set the new inflator on the ESD mat.
- Remove the nuts <1 through 4>.
- Install the new inflator.
- The inflator only fits in one position. Observe the recess <arrow>.
- Install new nuts from the inflator kit and torque to 7 Nm in sequence 1 > 3 > 2 > 4.
- Place the removed inflator back into the original packaging and return to your parts department.

⚙ IMPORTANT PARTS INFORMATION

- The removed inflator will be requested back for analysis.
- The questionnaire filled out by the service advisor and customer must be placed in the inflator box.

***i* TIP**

The sticker that comes with the new inflator can be discarded.



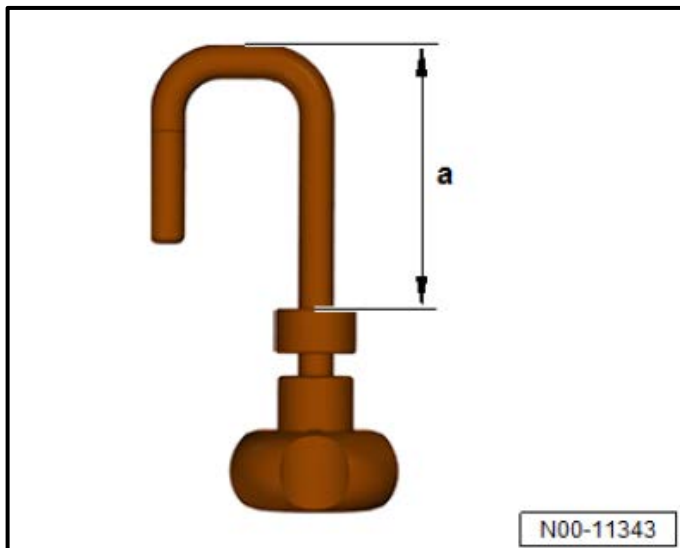
Install driver frontal airbag into vehicle:

⚠ WARNING

- The battery must be disconnected before installing the airbag back into the vehicle.
 - 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.
-
- Connect the connector to the airbag.
 - Press on the edge of the airbag unit <1> with both hands until it locks into place.
 - Gently pull on the airbag unit to make sure the airbag unit is secured correctly at all attachment points in the steering wheel.

Proceed to Section F.

Sub-section 2 – Criteria 03 or 04 Inflator Replacement

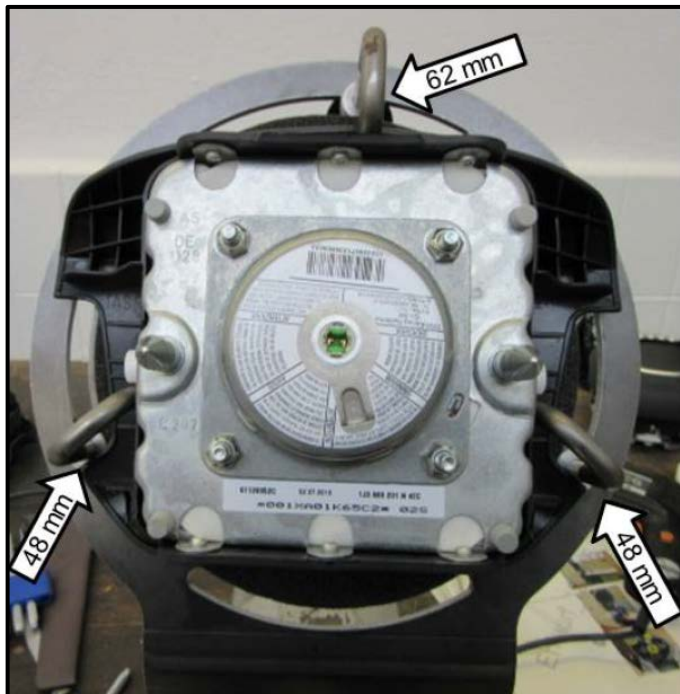


Adjust securing hooks:

- Adjust the knurled nuts of securing hooks to dimension <a> as follows:
 - Two hooks = 48 mm
 - One hook = 62 mm

! NOTE

Tighten mounting by hand to prevent damage.



Clamp airbag into airbag support:

- Clamp airbag centrally in airbag support. There are securing points on the sides <arrows>, parallel, opposite each other, and at the top.

! NOTE

The clamps must be placed in the positions shown <arrows> to prevent damage to the airbag. Damage to the airbag is not covered under this action.



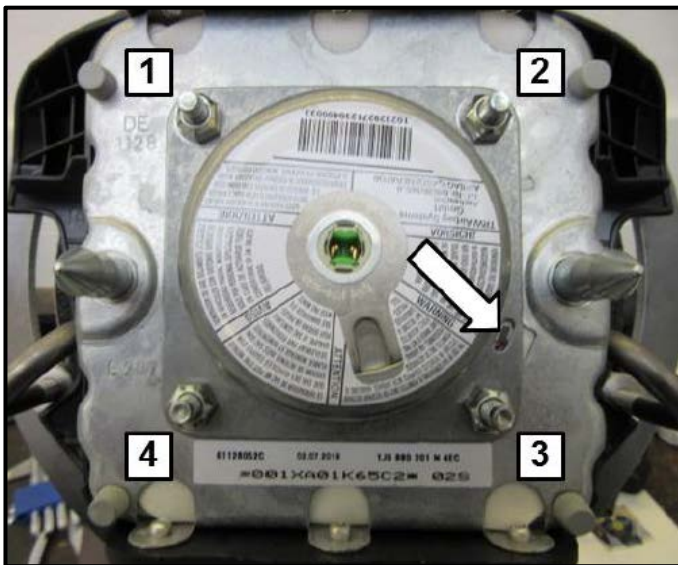
- Left mounting point = 48 mm.



- Right mounting point = 48 mm.



- Upper mounting point = 62 mm.



Replace inflator:

⚠ WARNING

Make sure that during the repair no parts get into in the airbag area.

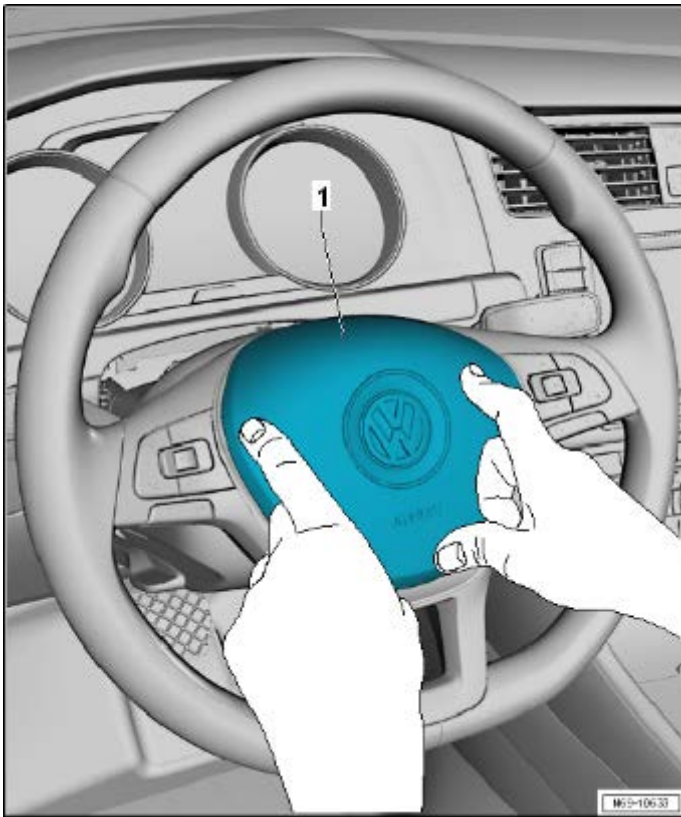
- Set the new inflator on the ESD mat.
- Remove the nuts <1 through 4>.
- Install the new inflator.
- The inflator only fits in one position. Observe the recess <arrow>.
- Install new nuts from the inflator kit and torque to 7 Nm in sequence 1 > 3 > 2 > 4.
- Place the removed inflator back into the original packaging and return to your parts department.

⚙ IMPORTANT PARTS INFORMATION

- The removed inflator will be requested back for analysis.
- The questionnaire filled out by the service advisor and customer must be placed in the inflator box.

i TIP

The sticker that comes with the new inflator can be discarded.



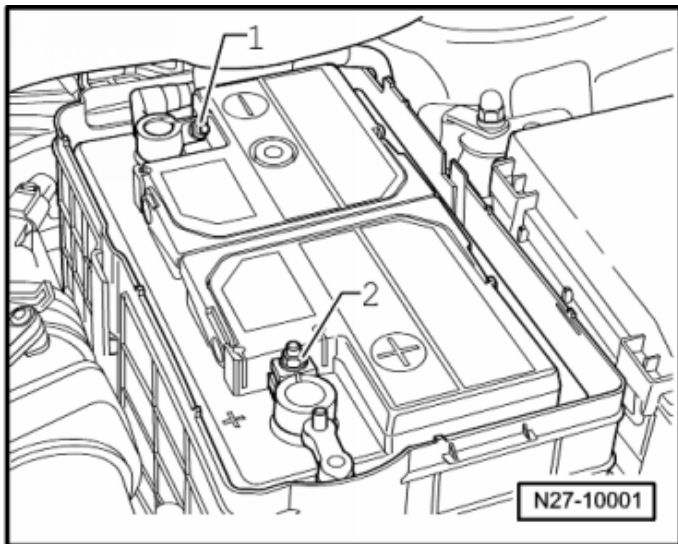
Install driver frontal airbag into vehicle:

⚠ WARNING

- The battery must be disconnected before installing the airbag back into the vehicle.
 - 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.
-
- Connect the connector to the airbag.
 - Press on the edge of the airbag unit <1> with both hands until it locks into place.
 - Gently pull on the airbag unit to make sure the airbag unit is secured correctly at all attachment points in the steering wheel.

Proceed to Section F.

Section F – Battery Reconnect



⚠ 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.

- Connect the battery ground cable terminal by hand to the battery negative terminal.
- Torque the nut <1> to 6 Nm.
- Reassemble battery covers.
- 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.
- After completing repairs, verify the horn is operational.

! NOTE

Diagnosis and repair of an inoperable horn, before or after inflator replacement, will not be covered under this campaign.

Proceed to Section G.

Section G – Campaign Completion Label

Install Campaign Completion Label

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

 **TIP**

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

- **Proceed to Section H.**

Section H – Parts & Questionnaire Return

- DO NOT include inflators returned under this recall with your Takata inflator returns.
- Properly store (retain) removed parts in accordance with all state/province and local requirements, until requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.
- See Appendix B for Questionnaire.

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.

Safety Recall 69X3 Questionnaire

IMPORTANT!

Service Advisor – print out this Questionnaire and ensure it is completed with the customer’s input and returned with the removed inflator as required.

DATE OF REPAIR: _____

VIN: _____

Dealer code: _____

Current mileage: _____

Is the vehicle parked in a garage?

- 0-25% of the time 26-50% of the time 51-75% of the time 76-100% of the time

How often is the vehicle air conditioning used?

- 0-25% of the time 26-50% of the time 51-75% of the time 76-100% of the time

In which map zone (below) is the vehicle mainly operated?

- Zone A Zone B Zone C

