



# Campaign Tip

## Preventing Damage to Airbag During 69Q9 Recall Repair

This notice is for:

✓ Dealer Principal  
Sales Manager

✓ Service Manager  
✓ Parts Manager

✓ Warranty Administrator  
✓ Technicians

**Date** September 24, 2018

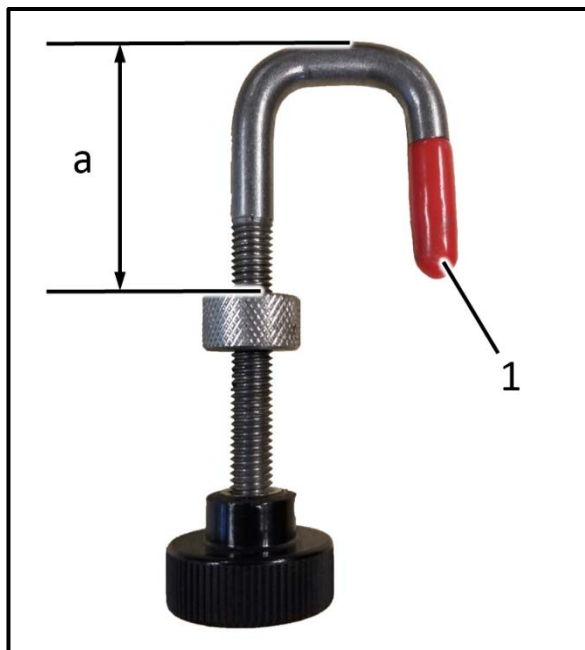
**Issue** In some cases the inflator or inflator cover may be difficult to remove.

**Resolution**

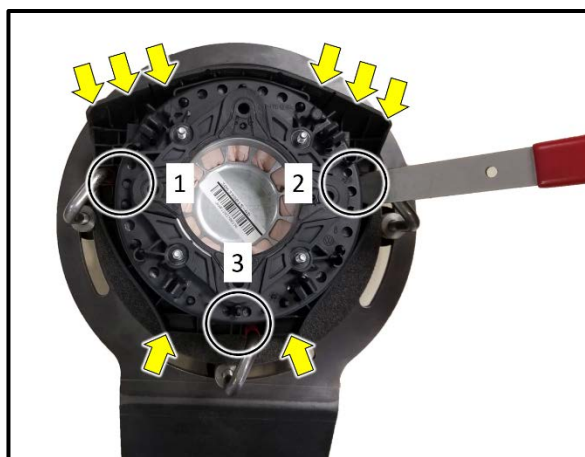


- **Do not use excessive force to remove the inflator.**
- Damage to the airbag will not be covered under the 69Q9 recall.

- Make sure the foam on the support bracket is in good condition.
- A replacement foam ring was included with the T10568 shipment.



- Make sure the securing hooks are set to <dimension a> of 50 mm.
- Securing hooks that are too tight can damage the airbag.
- Make sure the rubber cap <1> is intact.



- When prying off the inflator, hold the airbag against the T10568 at <arrows> while prying the inflator off at points 1, 2 and 3.
- Damage to the airbag can be avoided if you carefully pry off the inflator using the securing clamps as a leverage point at points 1, 2 and 3.
- Alternate between the points during removal while counter holding the airbag at <arrows>.

### Additional Information

#### IMPORTANT REMINDER: 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.

<END OF MESSAGE>