



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – Safety Recall 69Z5 / Airbag Control Module

- |                            |                    |                      |                          |
|----------------------------|--------------------|----------------------|--------------------------|
| <b>This notice is for:</b> | ✓ Dealer Principal | ✓ Service Manager    | ✓ Warranty Administrator |
|                            | ✓ General Manager  | ✓ Parts Manager      | ✓ Technicians            |
|                            | ✓ Sales Managers   | ✓ Service Consultant |                          |

**Date:** November 13, 2019

**Issue:** A faulty capacitor in the airbag control module can cause the airbags in the vehicle to deactivate, or, in rare cases, lead to an unexpected deployment of the airbags and/or safety belt pretensioners, resulting in an increased risk of injury in a crash. An inadvertent airbag deployment may increase the risk of an injury due to the deployment or increase the risk of a crash without warning. A deactivated airbag in case of a crash may increase the risk of an injury in a crash where an airbag deployment would have been necessary.

**Precautions:** If the airbag warning light comes on, it indicates an airbag system problem and owners are advised to contact a Volkswagen dealer to have the vehicle inspected/serviced without delay.

- Repair:**
- REPAIR AVAILABLE – November 14, 2019 – The affected vehicles will be flashed with a new software that is able to detect an increase of the Equivalent Series Resistance (ESR). In cases where the new software detects an increased ESR, the airbag control module will be replaced.
  - See ELSA/ServiceNet for complete repair & claiming instructions
  - Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
  - Repair every affected inventory vehicle before delivery to consumers.

**Post-Recall Repair  
Warranty Extension –  
Airbag Control  
Module**

After the new software is installed, the system may detect an internal fault that will require replacement of the airbag control module. Because of this, Volkswagen is also providing extended warranty coverage for the airbag control module if a certain, specific fault code related to the faulty capacitor this recall addresses is present at the time of diagnosis.

- **This warranty extension coverage is for 10 years/unlimited mileage from the vehicle’s original in-service date.**
- Should the faulty capacitor issue be present and the vehicle is within the time limit of the extended warranty, an authorized Volkswagen dealer will replace the airbag control module at no cost to the owner.
- Other conditions (unrelated to the 69Z5 recall issue) may cause the airbag system warning light in a vehicle to illuminate. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.
- See Warranty bulletin **VWP 19-07** (USA) or **CVWP-19-10** (CANADA) for further information

**Parts Department:** Parts Control Type: **VIN to order**

*Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.*

**Affected Vehicles**

Country	Model Year(s)	Vehicle	Vehicle Count
USA	2015-2016	TIGUAN	25,239
USA	2015-2016	CC	2,583
CAN	2015-2016	TIGUAN	6,684
CAN	2015-2016	CC	78

*\*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.*

**Notes:**

- Schedule owner repairs immediately
- Owner mailing – November 2019

**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 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 the Volkswagen Service Loaner Program to determine loaner eligibility.

**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-**