



# Safety Recall

## Code: 69Y5

**REVISION**

<b>Subject</b>	Driver Frontal Airbag Inflator (Takata)
<b>Release Date</b>	December 10, 2021
<b>Revision Summary</b>	<b><u>USA ONLY</u></b> <ul style="list-style-type: none"><li>• <b>Added Rental Car/Loaner program claiming instructions</b></li><li>• <b>Added Appendix for Rental Car/Loaner program FAQs</b></li></ul>
<b>Affected Vehicles</b>	<b>U.S.A.: Certain 2015-2016 MY Volkswagen Eos, 2015-2017 MY Volkswagen CC &amp; 2015 MY Volkswagen Passat equipped with a Takata driver frontal airbag</b> <b>CANADA: Certain 2015 MY Volkswagen Eos, 2015-2017 MY Volkswagen CC &amp; 2015 MY Volkswagen Passat equipped with a Takata driver frontal airbag</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>	The driver airbag may explode in a crash with airbag deployment. Sharp metal fragments can hit people and cause serious injury or death.
<b>Corrective Action</b>	Replace the driver frontal airbag inflator with a newly manufactured version.
<b>Parts Information</b>	Parts will be allocated weekly. Please email <a href="mailto:VWoAPartsSpecialists@vw.com">VWoAPartsSpecialists@vw.com</a> with VIN if you do not have the proper part(s) in stock.
<b>Code Visibility</b>	On or about February 26, 2019, 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 do not have any affected vehicles. On or about February 26, 2019, this campaign code showed open on affected vehicles in Elsa. On or about February 26, 2019, 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 March 2019. 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

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: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	69Y5						
<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 airbag inflator kit* as causal part						
<b>Vehicle Wash/Loaner</b>	USA: Do not claim wash under this action. For rental/loaner claiming, see special coverage claiming section. Canada: Do not claim wash/loaner under this action						
<b>Criteria I.D.</b>	T2						
	Install new airbag inflator kit. Labor operation: 6958 56 99 105 T.U.						
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>3C8898201C</td><td>Airbag Inflator Kit With Vibration Damper*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	3C8898201C	Airbag Inflator Kit With Vibration Damper*
Quantity	Part Number	Description					
1.00	3C8898201C	Airbag Inflator Kit With Vibration Damper*					
<b>Criteria I.D.</b>	T3						
	Install new driver airbag Labor operation: 6958 55 99 65 T.U.						
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>561880201AA81U</td><td>Driver Airbag*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	561880201AA81U	Driver Airbag*
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1.00	561880201AA81U	Driver Airbag*					
<b>Criteria I.D.</b>	N2						
	Install new airbag inflator kit. Labor operation: 6958 56 99 105 T.U.						
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>3C8898201B</td><td>Airbag Inflator Kit Without Vibration Damper*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	3C8898201B	Airbag Inflator Kit Without Vibration Damper*
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Continue to next page

**USA ONLY – Special Coverage Claiming**

<b>Rental Car/Loaner Claiming</b>	
<b>Criteria I.D.</b>	<b>All criteria</b>
	<p style="text-align: center;"><b>- MUST BE CLAIMED ON A SEPARATE LINE – - DO NOT PUT ON CAMPAIGN CLAIM -</b></p> <p>Claim Type: 1SP Service Number: X176 Damage Code: 0055 Vendor Code: 444</p> <p><u>Loaner or Rental</u> Labor Operation: X176US00</p>

## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: 19V014

**Subject: Safety Recall 69Y5 – Driver Frontal Airbag Inflator (Takata)  
Certain 2015-2016 Model Year Volkswagen Eos, 2015-2017 Model Year Volkswagen CC & 2015 Model  
Year Volkswagen Passat equipped with a Takata Driver Frontal Airbag**

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 2015-2017 model year Volkswagen vehicles equipped with a Takata driver frontal airbag. Our records show that you are the owner of a vehicle affected by this action.

### **DANGER!**

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

<b>What should you do?</b>	<b>Schedule this recall repair immediately.</b> Please contact your authorized Volkswagen dealer without delay to schedule this recall repair. For your convenience, you can also visit <a href="http://www.vw.com/find-a-dealer">www.vw.com/find-a-dealer</a> to locate a dealer near you and schedule this service online.
<b>What will we do?</b>	To correct this defect, your authorized Volkswagen dealer will replace the driver airbag inflator in your vehicle. This work will take about two hours 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.
<b>Lease vehicles and address changes</b>	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.
<b>Can we assist you further?</b>	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 don't hesitate to contact Customer CARE, Monday through Friday by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <a href="http://www.vw.com/contact/">http://www.vw.com/contact/</a> .
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the <b>Look Up Recalls</b> link at <a href="http://www.vw.com">www.vw.com</a> and enter your Vehicle Identification Number (VIN) into the <b>Recall/Service Campaign Lookup</b> 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 69Y5 – Driver Frontal Airbag Inflator (Takata)  
Certain 2015 Model Year Volkswagen Eos, 2015-2017 Model Year Volkswagen CC & 2015 Model Year  
Volkswagen Passat equipped with a Takata Driver Frontal Airbag**

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 2015-2017 model year Volkswagen vehicles equipped with a Takata driver frontal airbag. Our records show that you are the owner of a vehicle affected by this action.

### **DANGER!**

**The driver airbag 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 replace the driver airbag inflator in your vehicle. This work will take about two hours 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](http://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.

**Required Parts**

N2	1	Eos (1F) CC (35)	3C8898201B	Airbag Inflator Kit Without Vibration Damper
T2	1		3C8898201C	Airbag Inflator Kit With Vibration Damper
T3	1	Passat (A3)	561880201AA 81U	Driver Airbag

** NOTE**

All inflator kits include inflator, inflator nuts, horn ring bolts, one replacement horn ring spring and return instructions.

## Required Safety Equipment



- Ear Protection (locally sourced)

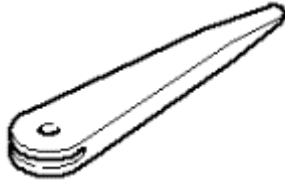


- Face Shield (locally sourced)



## Required Tools

3409



W00-0016

- Trim Removal Wedge – 3409 (or equivalent)



- ESD Worksurface - VAS 6613



- Bar Code Scanner – VAS6161/1



- Airbag Support - T10568



- Lever - T10571



- VAS6150D - Diagnostic Tester (or equivalent)



- VAG1410 – Torque Wrench (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.

### NOTE

The work area must be in the vicinity of the scan tool and the vehicle in order to properly complete this procedure.



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

## 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 – Inflator Identification (all vehicles)

### 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.
  - Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.



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

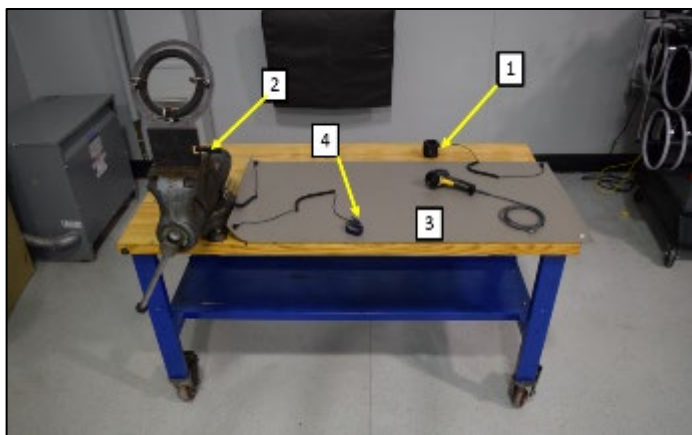
### NOTE

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



- Use the QR code or the link to view a video detailing the repair process prior to performing the repair.

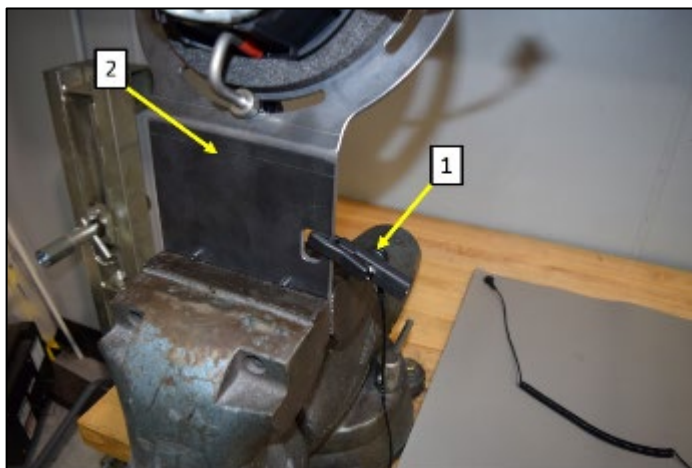
<https://vwcup.track360.com/?p=vwiqCertification&id=11288>



! 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>.

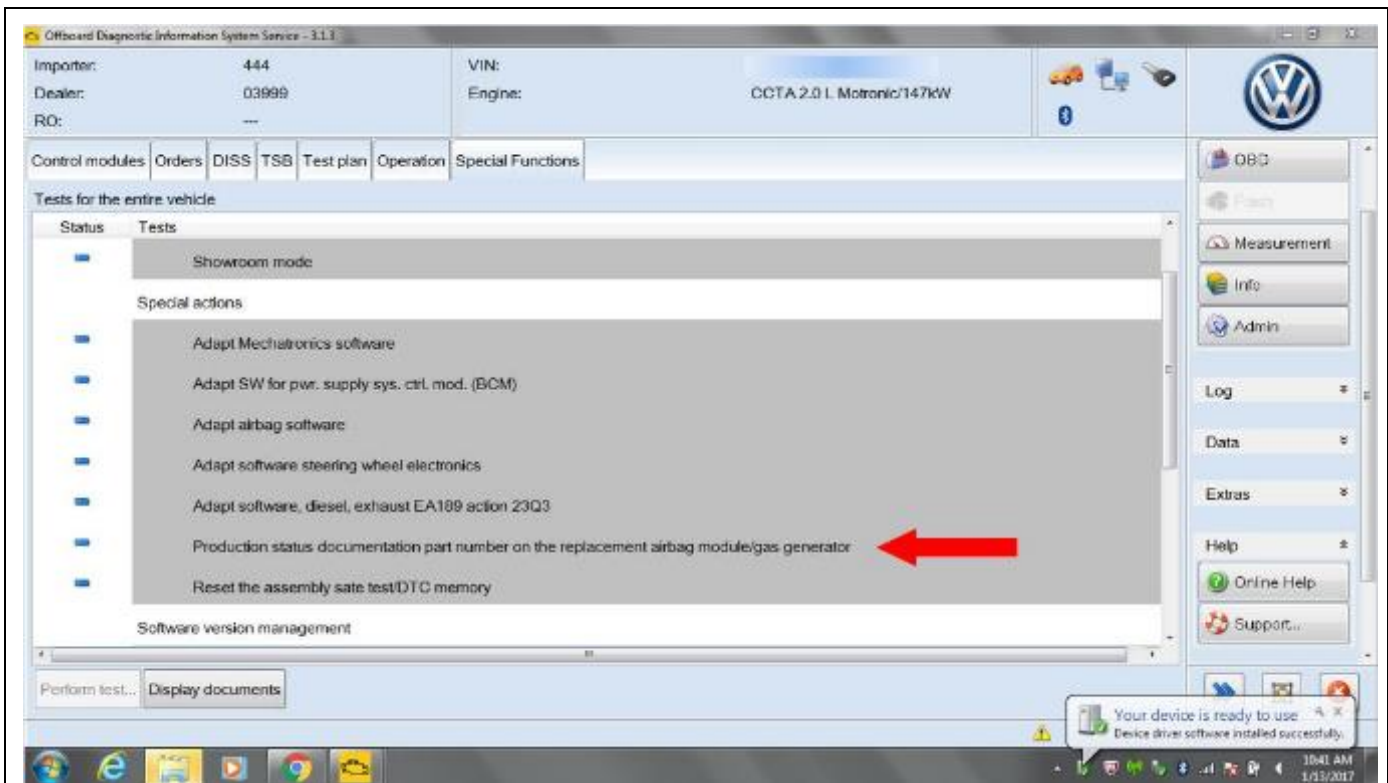
! NOTE	
The wall socket or extension cord must have a sufficient ground.	



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

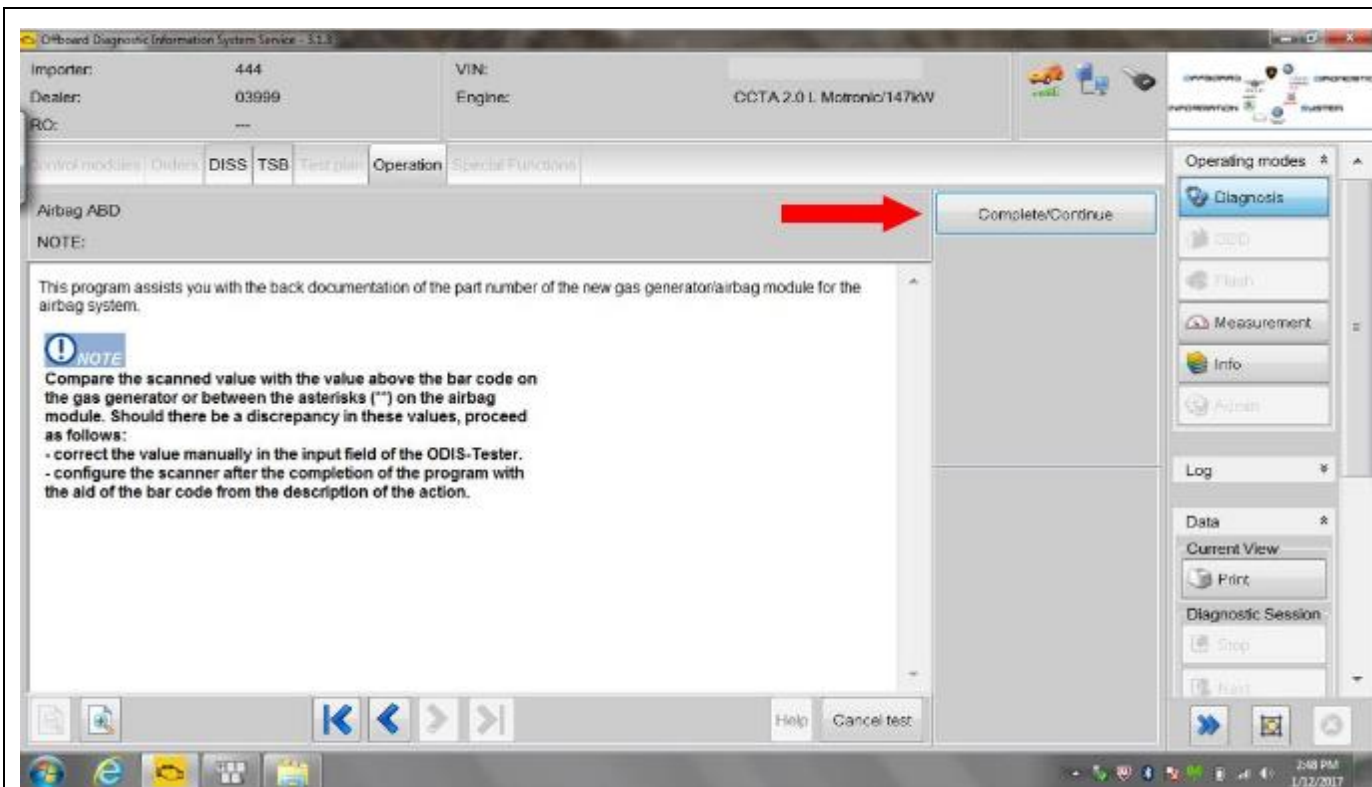


- Ensure ODIS is updated to the latest version.
- Connect vehicle diagnostic tester to the diagnostic head using the USB cable.
- Select Start Diagnosis function and identify vehicle.
- After identification of control units, Guided Fault Finding is started automatically.
- Follow the instructions on screen.



- In operating mode Special Functions, Select “**Production status documentation part number on the replacement airbag module/gas generator**” <arrow>.

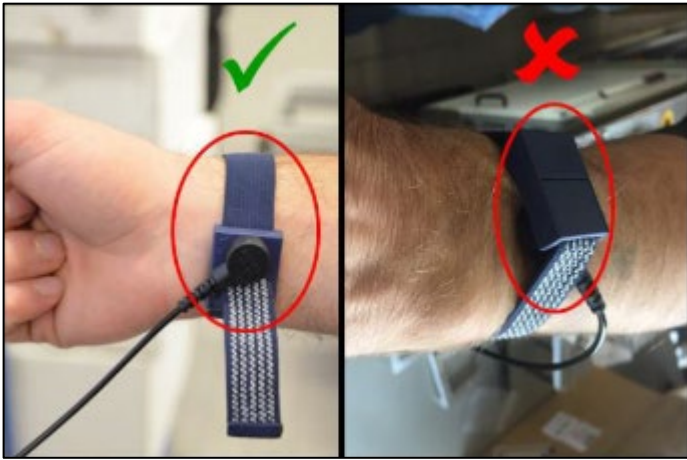




- Scanning the data matrix code during this test plan step calibrates the scanner to avoid error messages.
- Scanning the calibrating data matrix code may not have to be done every time (only when the scanner requires calibration). You will know if the scanner needs calibrating if the scanner does not scan the inflator's data matrix code.
- If the inflator data matrix code cannot be scanned, then print out this matrix shown below and scan the printout.



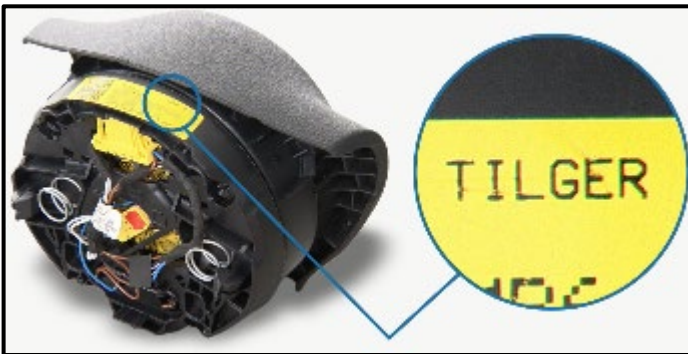
- After calibrating the scanner, select **“Complete/Continue”**



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

**⚠ CAUTION**

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



**! NOTE**

- There are two types of inflator. One version is “with vibration absorption” and one is “without vibration absorption”.
- Airbags with vibration absorption may be identified by the word “TILGER” on the label found on the airbag.

**! NOTE**

In the event an airbag had previously been replaced, the replacement airbag may have an inflator WITH the vibration absorber. If this situation is encountered, the inflator WITH vibration absorption **MUST** be installed:

- Repackage the previously scanned inflator and return to the parts department.
- Acquire the correct inflator from the parts department.
- Scan the new inflator using the GFF test plan.
- Install the new inflator, following the “**Inflator versions WITH vibration absorption**” instructions.



**Vehicles with Criteria T2 or N2:**

- Place the new inflator on the ESD mat.
- Scan the data matrix code of the new inflator at a distance of about 15 cm.

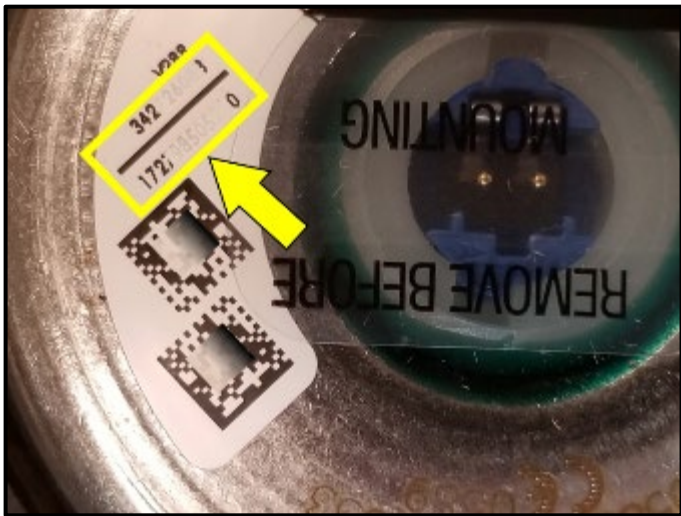
**⚠ CAUTION**

Ensure the correct inflator data matrix code is scanned at this time.

N2	Eos (1F) CC (35)	3C8898201B
T2		3C8898201C

**! NOTE**

The photo is for reference only. The inflator that is installed may be either a single stage or dual stage inflator.



**! NOTE**

The data matrix code includes the values as shown.



### Vehicles with Critiera T3:

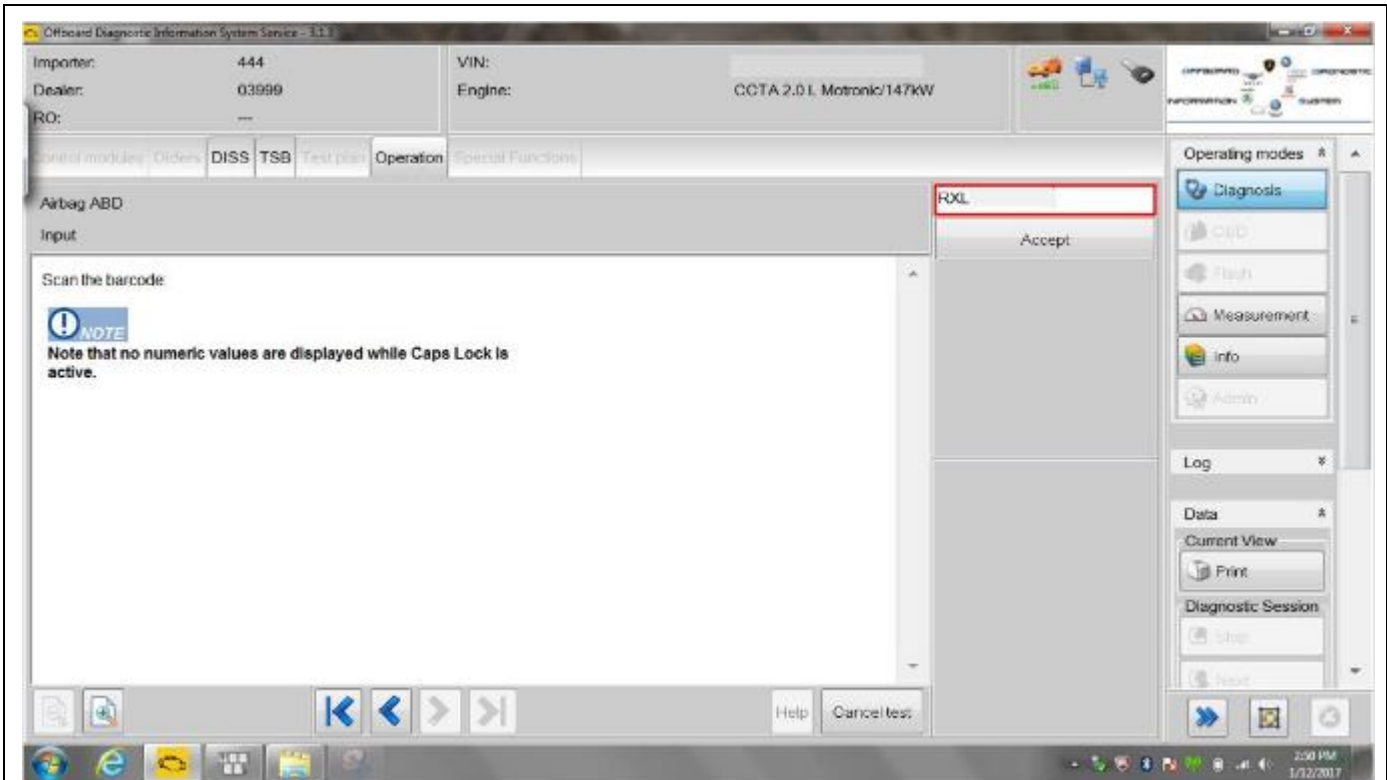
- Place the new airbag on the ESD mat.
- Scan the data matrix code <circle> of the new airbag at a distance of about 15 cm.



**! NOTE**

Scanning the bar code on the new airbag will result in an “implausible barcode” message.

Continued for all vehicles:



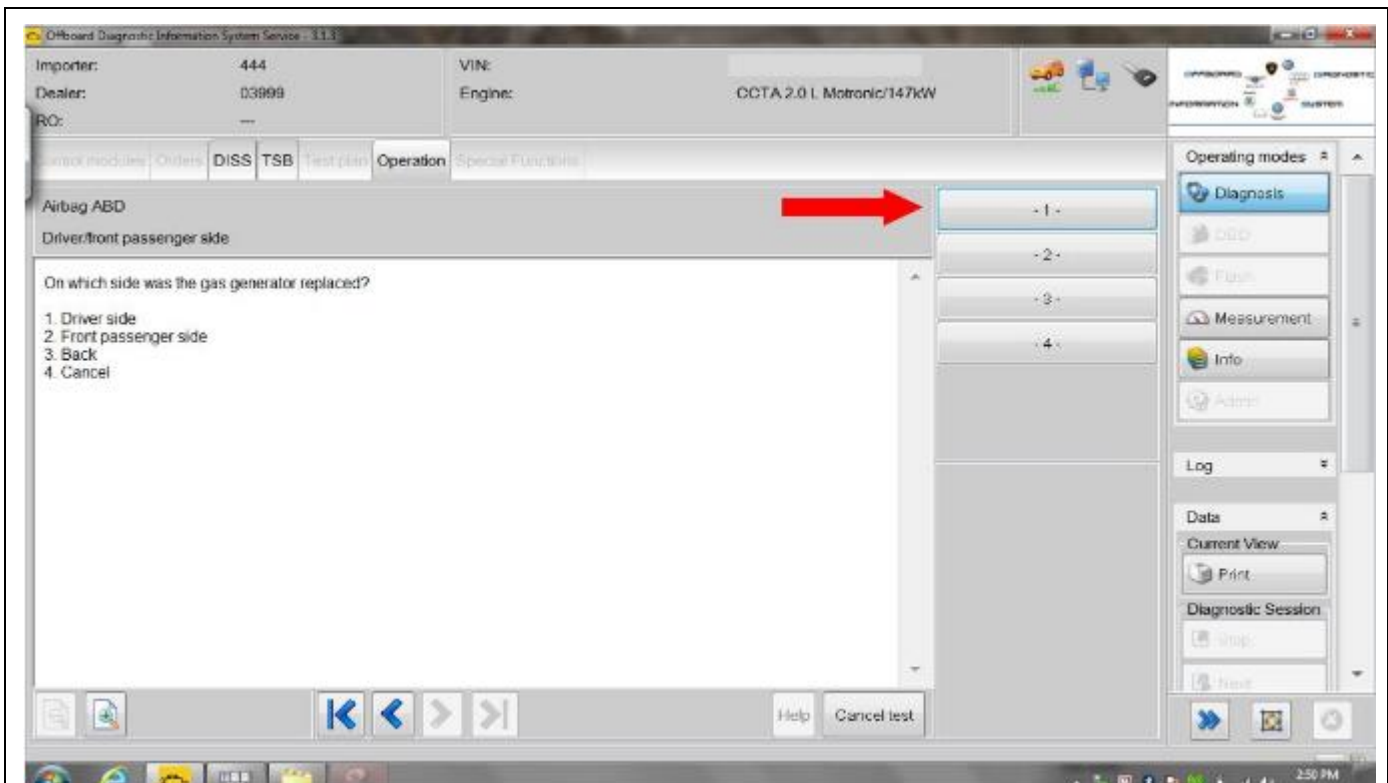
- Once the new inflator or airbag has been successfully scanned, press **“Accept”**

**NOTE (Vehicles with Criteria T3)**

- After scanning the data matrix code, the airbag control module will be recoded and reparameterized automatically.

**NOTE (All vehicles)**

- Compare the scanned value with the value shown near the data matrix code on the new inflator.
- If there is a discrepancy, manually enter the value from the new inflator in the input field.
- If no value appears, recalibrate the scanner.



- Select option 1 indicating that the Driver side inflator was replaced.

**NOTE (Vehicles with Criteria T3)**

This step will not be populated for vehicles requiring an airbag assembly.

- After selecting option 1, a valid GeKo ID will need to be entered in order to upload the new inflator identification.

**Continue to Section C**

## Section C – Battery Disconnect



### Battery in Engine Compartment:

#### **⚠ 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.

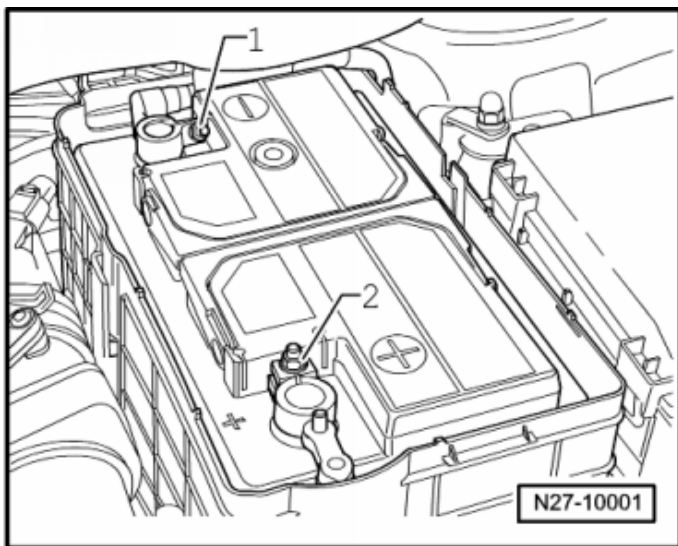
- Turn **ON** the ignition.
- Move the driver seat to the most rearward position.
- Fully recline driver seat.

#### **⚠ 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.

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

**Continue to Section D**



## Battery in Luggage Compartment:

### **⚠ 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.

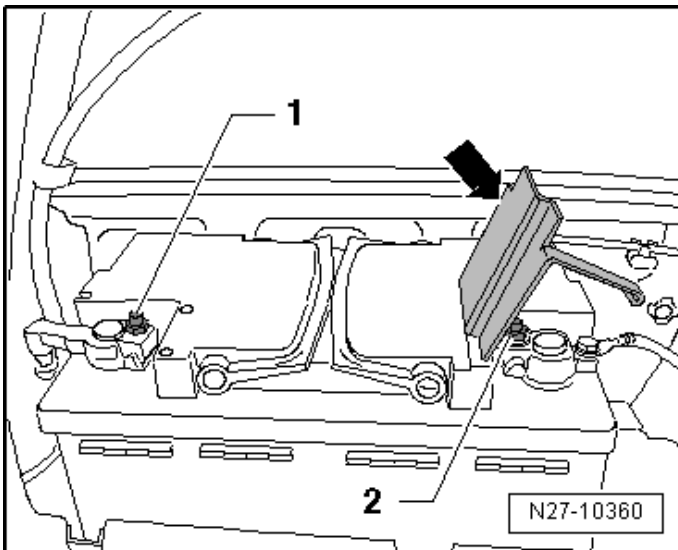
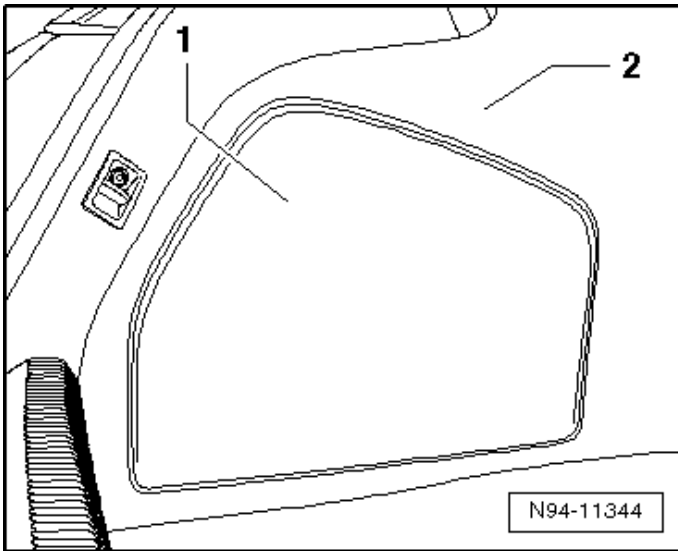
- Unclip the service cover <1> off the side trim panel <2>.

### **! NOTE**

The battery is installed in the left side of the luggage compartment in vehicles with the 3.6L V6 gasoline engine.

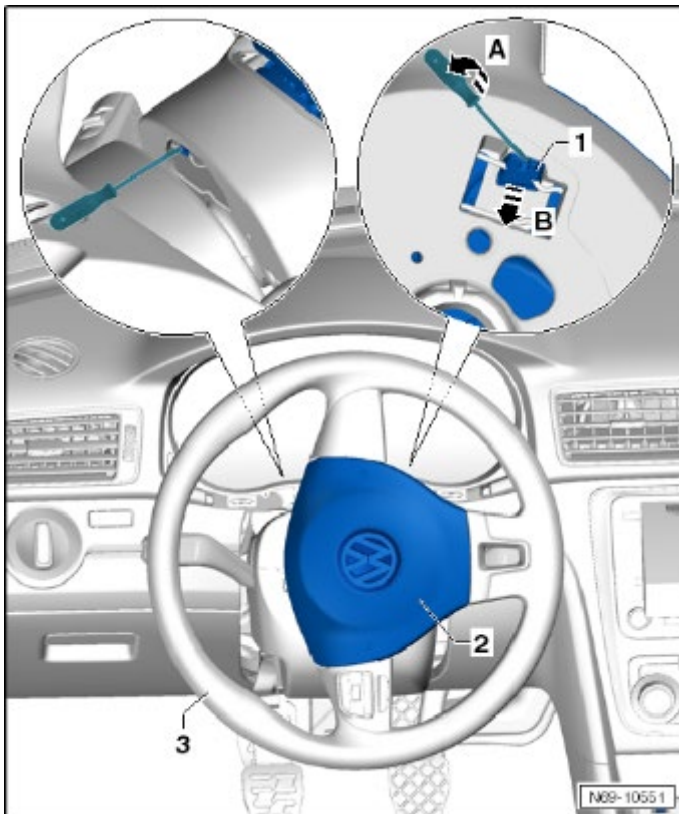
- Loosen the nut <1>.
- Remove and isolate the battery ground cable terminal from the battery terminal.

**Continue to Section D**





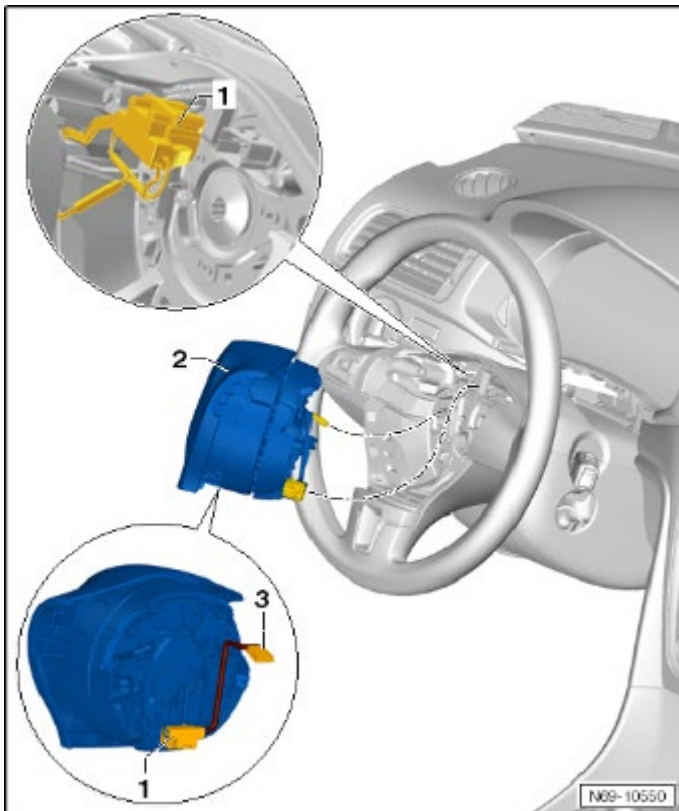
## Section D – Airbag Removal



- Lower the steering wheel <3> as far as possible.
- Adjust steering wheel depth (reach) <3> so it is in the fully extended position.
- Turn the steering wheel <3> to the position illustrated.
- Insert a screwdriver all the way into the hole on the back of the steering wheel (approximately 8 mm).
- Turn the screwdriver toward the driver door <arrow A>. This will unlock the airbag unit <2> locking mechanism <1> in direction of <arrow>, on the right side of the steering wheel.
- 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.

- Turn the steering wheel back to its center position.
- Remove the airbag unit <2> from the steering wheel.
- Release the connector lock on the airbag connector <1> and remove it.
- Disconnect the connector <3> (if equipped).

### WARNING

Set the airbag down so the logo on the impact cushion faces upward.

**Vehicles with Criteria T2 or N2: Continue to Section E.**

**Vehicles with Criteria T3: Continue to Section F.**

## 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.
  - Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.

### ⚠ WARNING

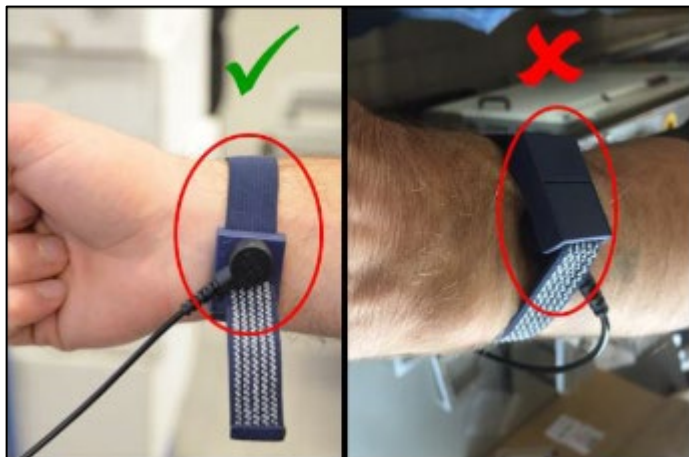
#### Risk of injury.

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

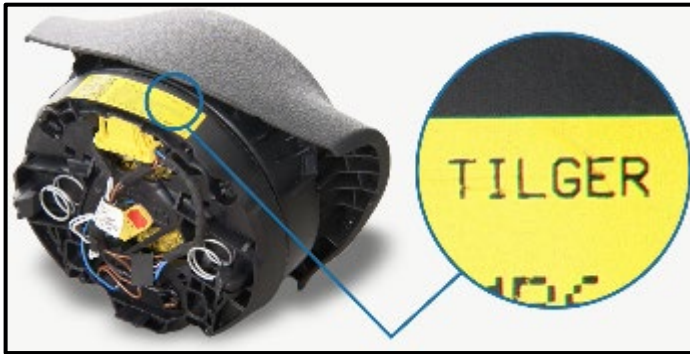
- Prior to beginning work, all parts and tools are to be placed on the ESD table mat.
- The workstation must be in the vicinity of the vehicle.



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

### ⚠ CAUTION

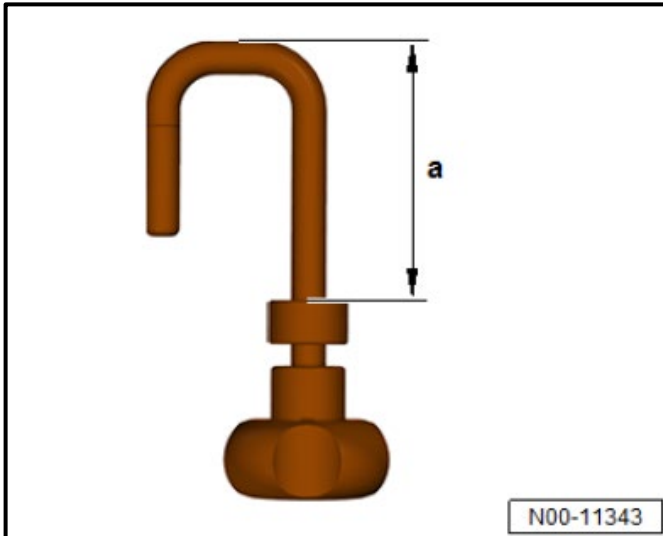
The white dots on the wrist strap must be against the skin.



**NOTE**

- There are two types of inflator. One version is “with vibration absorption” and one is “without vibration absorption”.
  - If the version “with vibration absorption” is installed, this can be identified by “**TILGER**” (vibration damper) on the label of the airbag module.
  - If the version “without vibration absorption” is installed, there is **NO** lettering on the label of the airbag module
- Identify inflator version by criteria and proceed to the proper subsection.
    - Criteria N2: Inflator, three spoke steering wheel, without vibration absorption: **Proceed to Subsection 1.**
    - Criteria T2: Inflator, three spoke steering wheel, with vibration absorption: **Proceed to Subsection 2.**

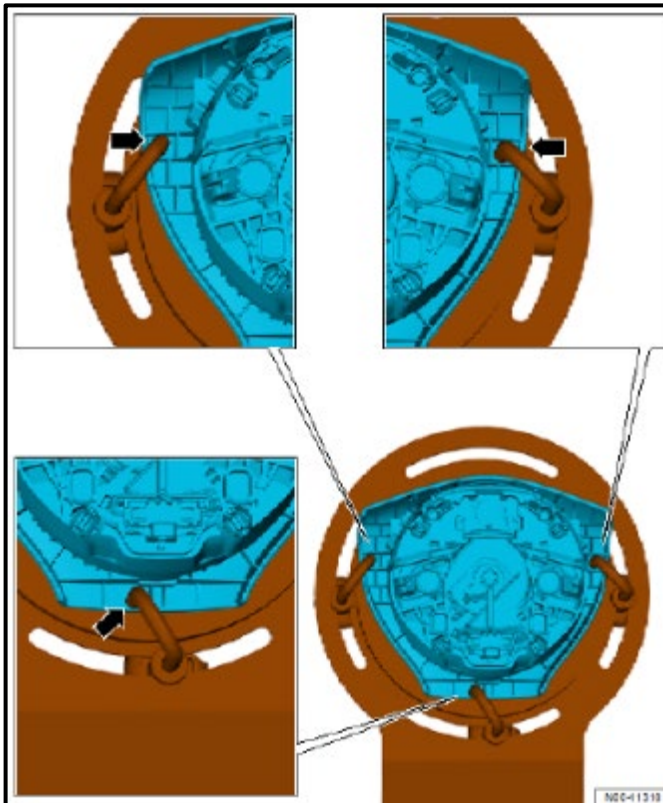
## Subsection 1 – Inflator, three spoke steering wheel, without vibration absorption



### Removal Procedure:

#### ! NOTE

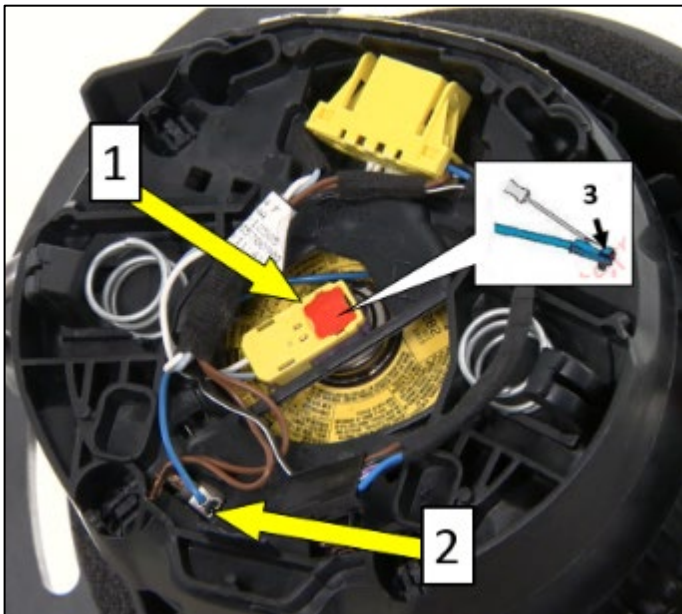
- The three spoke steering wheel has three mounting points.
- Tighten mounting by hand to prevent damage.
- Adjust three knurled nuts of securing hooks to <dimension a> 50mm.



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

#### ! 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.



- Disengage connector lock <3> using a small flat bladed screwdriver.
- Remove connector <1> using needle nose pliers.

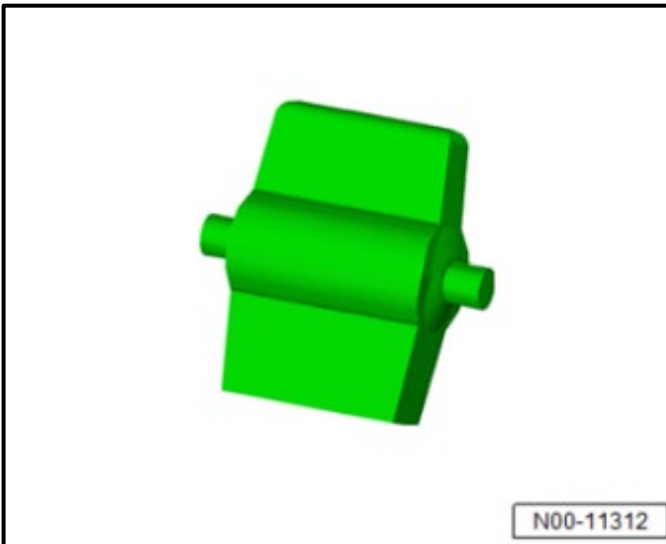
**⚠ CAUTION**

- Do not use a screwdriver to pry off connector <1> or damage to the connector could occur.
- Damage to the airbag connectors will not be covered under this action.

- Remove ground cable <2>.

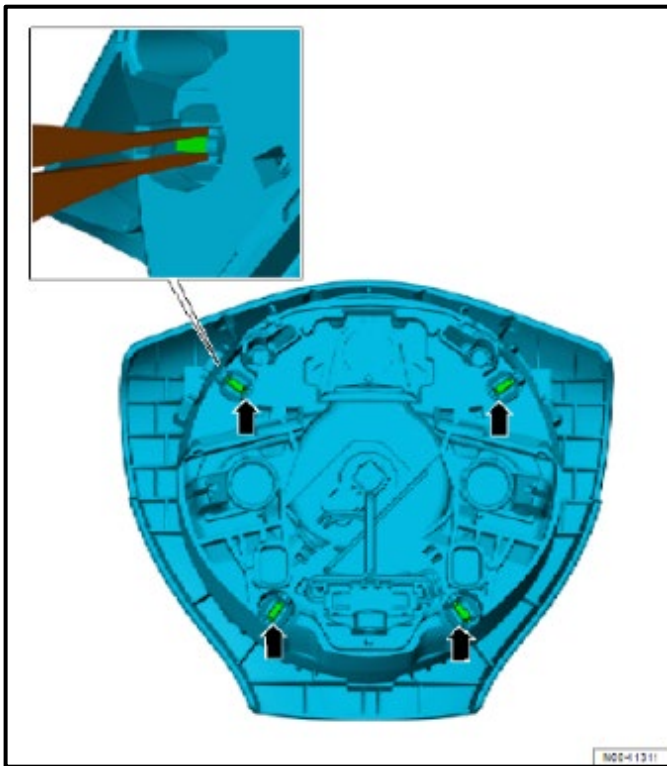
**! NOTE**

The photo is for reference only. The inflator that is installed may be either a single stage or dual stage inflator.

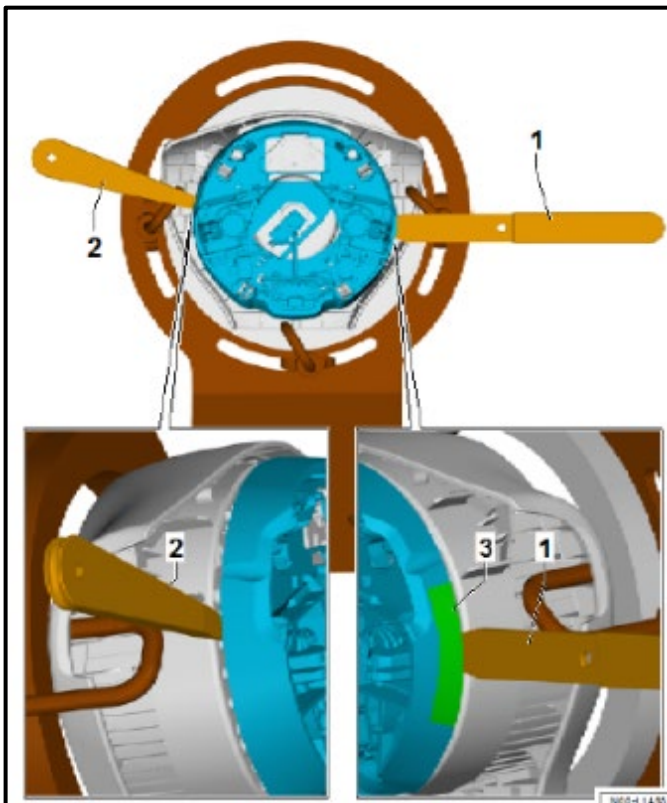


**! NOTE**

- The locking pins are to be reused.
- There may be instances in which short locking pins are fitted. These can be levered out with a small screwdriver.



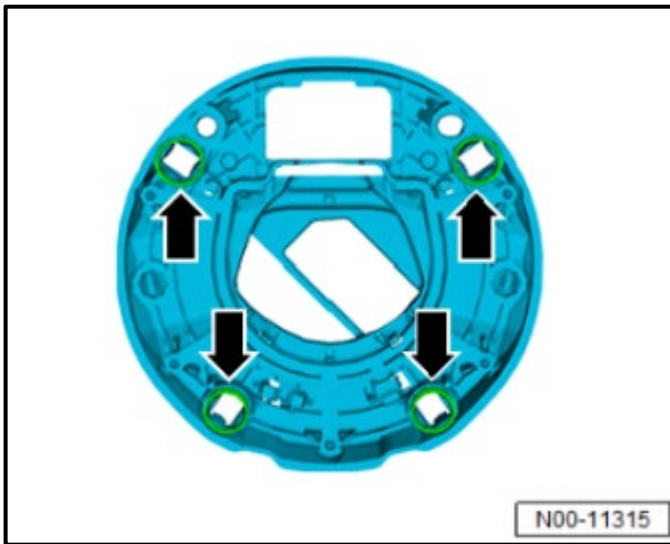
- Remove locking pins <arrows> for horn ring with aid of longnose pliers.



- Apply lever -T10571- <1> in shaded area <3>. At the same time, apply removal wedge -3409- on the other side <2> and lever off horn ring.
- Repeat work steps on other side.

#### **CAUTION**

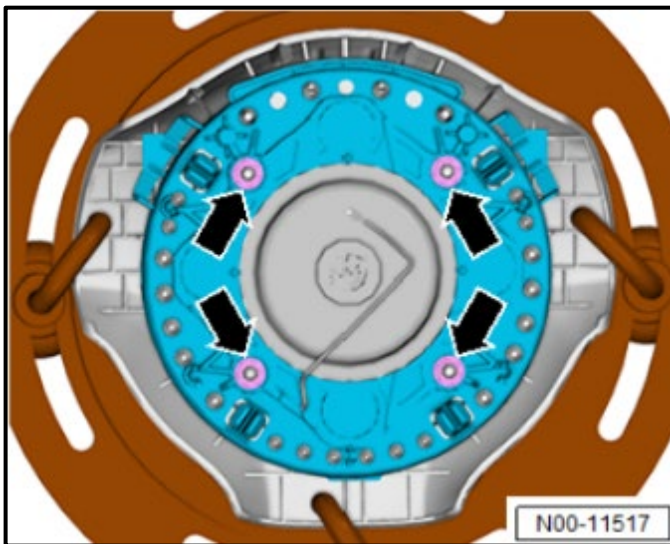
Use extreme care when removing the horn ring. If horn ring is damaged during removal, airbag replacement will be necessary. Replacement of the airbag due to damage during horn ring removal will not be covered under this action.



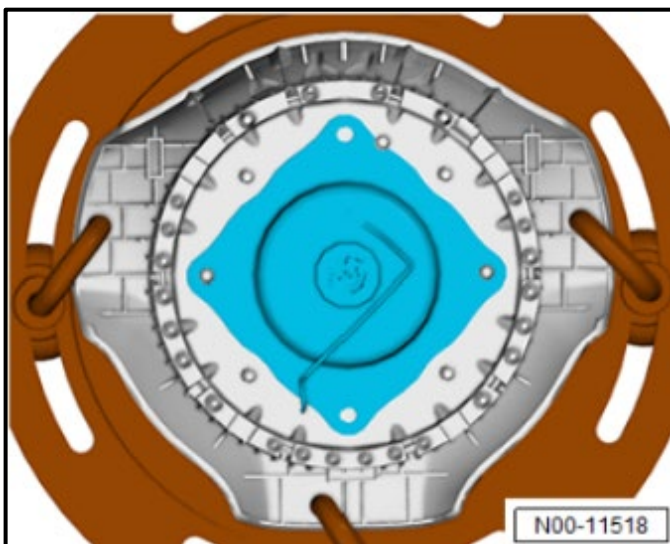
- Remove horn ring with springs <arrows>.

#### ⚠ CAUTION

- When removing the horn ring, take care that the springs are not lost as they are not available separately.
- **ONE** replacement spring is included in the inflator kit in the event a spring is lost or damaged.
- If more than one spring is lost, replacement of the airbag is required. Replacement of the airbag is required if a spring is lost and is not covered under this action.



- Remove and discard nuts <arrows>.
- Remove cover for inflator.



- Remove the inflator and place in the original packaging.

#### ⚠ NOTE

Inflator return instructions are included with the new inflator.



## Installation Procedure:

- Insert the new inflator as shown. Note the recess <arrow>.

Criteria	Inflator Kit Part Number
N2	3C8898201B

### ! NOTE

In the event an airbag had previously been replaced, the replacement airbag may have an inflator WITH the vibration absorber. If this situation is encountered, the inflator WITH vibration absorption **MUST** be installed:

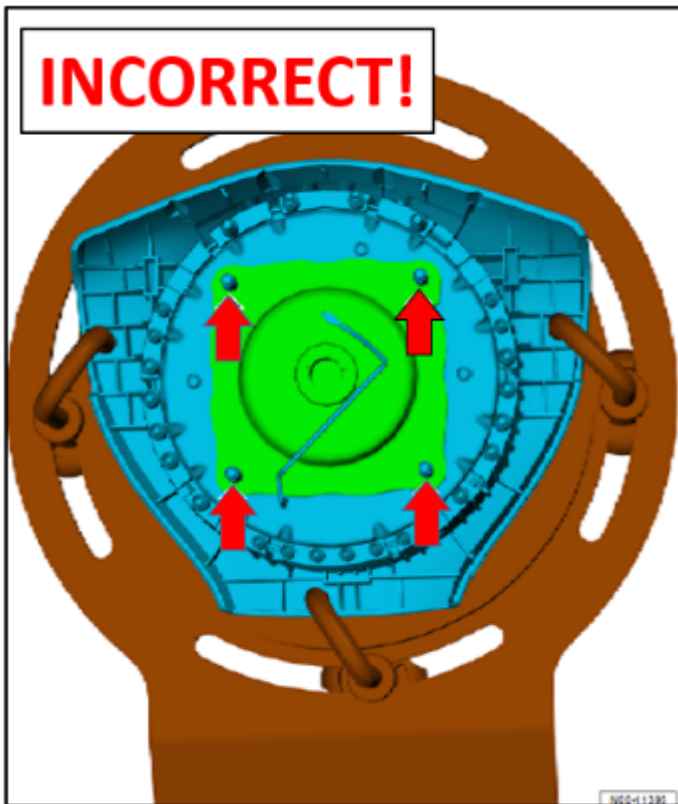
- Repackage the previously scanned inflator and return to the parts department.
- Acquire the correct inflator from the parts department.
- Scan the new inflator using the GFF test plan.
- Install the new inflator, following the **“Inflator, three spoke steering wheel, with vibration absorption”** instructions.

Original Inflator Part #	Updated Inflator Part #
3C8898201B	3C8898201C

### ! NOTE

The photo is for reference only. The inflator that is installed may be either a single stage or dual stage inflator.



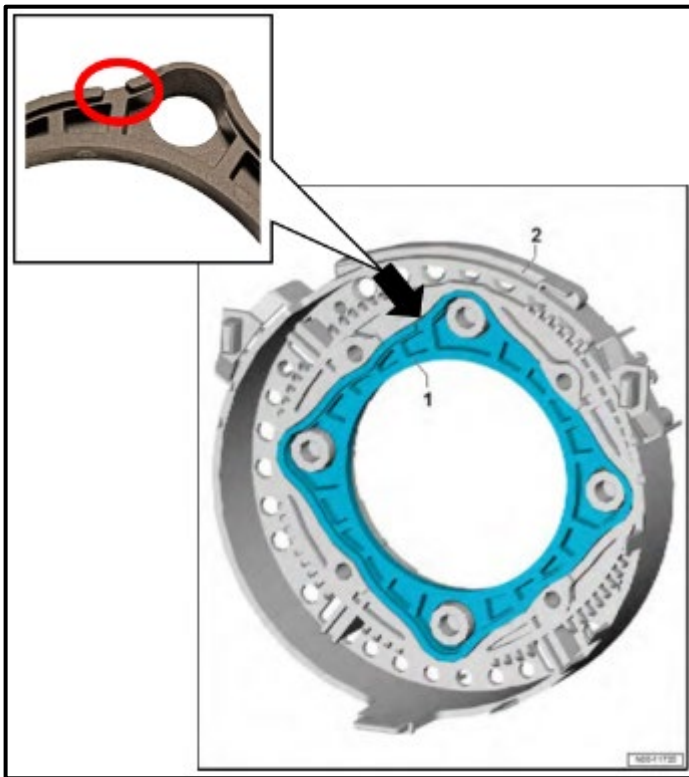


**⚠ WARNING**

**Note installation position:**  
The inflator must **NOT** be placed on the studs <arrows>.



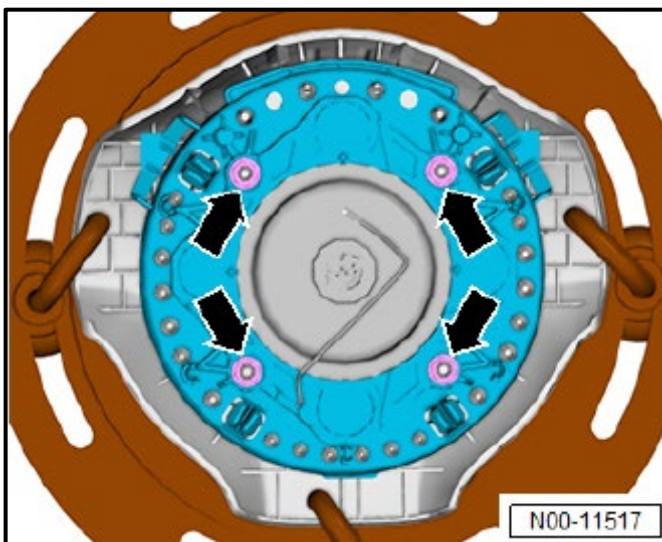
- Included in the replacement parts kit is an insert ring <1>. This must be used when installing a new inflator and placed in the horn ring <2>.



- Fit insert ring <1> into horn ring <2>. The notch (circle) in the insert ring must be at top <arrow> when doing this.

**NOTE**

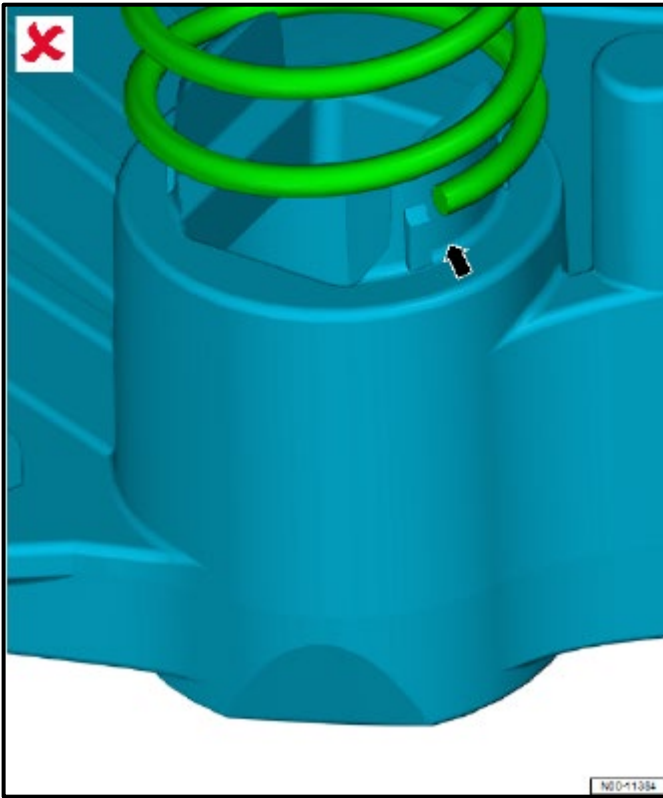
- It should be possible to fit the insert ring from the replacement parts kit with ease.
- It is essential to adhere to the installation position.
- The notch must be at the top <arrow>.



**NOTE**

The nuts are self-locking and must be replaced

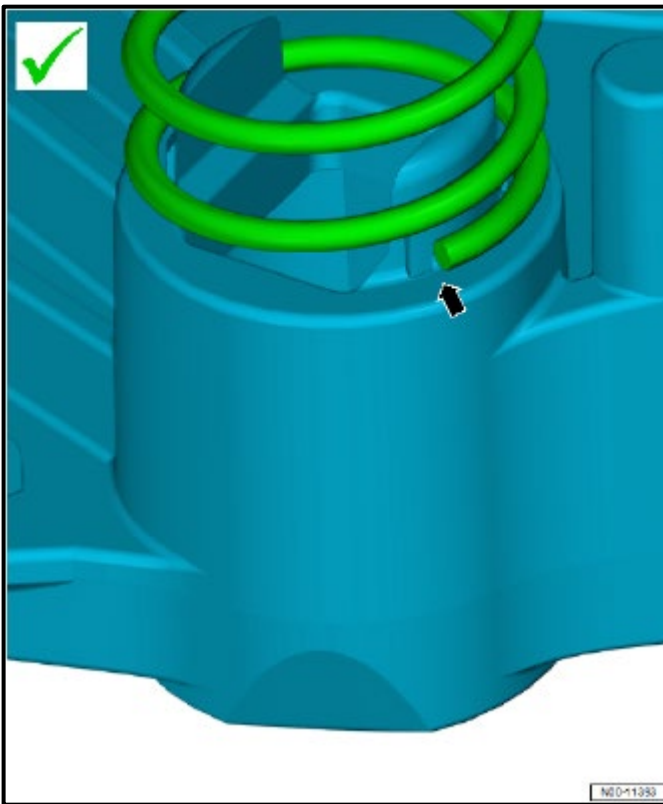
- Fit cover for inflator and tighten 4 nuts <arrows> to 5 Nm ± 0.4 Nm.



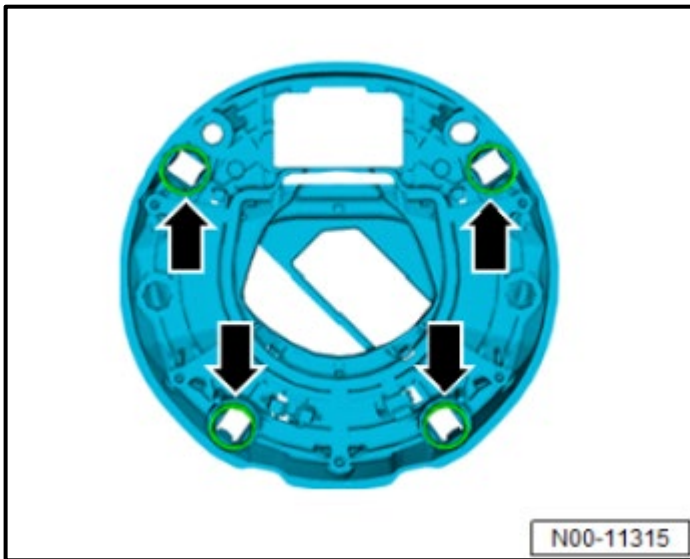
**NOTE**

- If one of the springs is damaged or has been lost, it can be replaced with a spring from the bag of spares included.
- Note the examples shown for reference of proper spring seating.

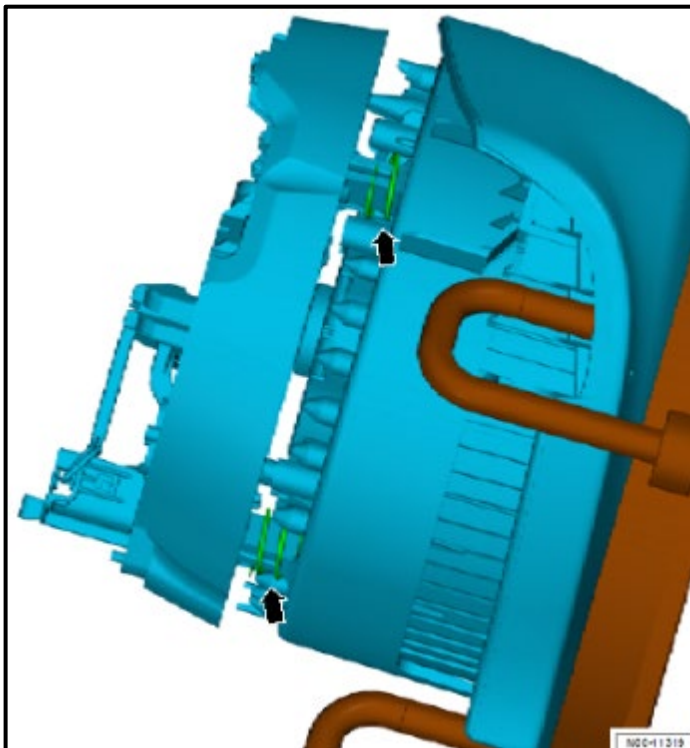
- Spring seated **incorrectly** <arrow>.



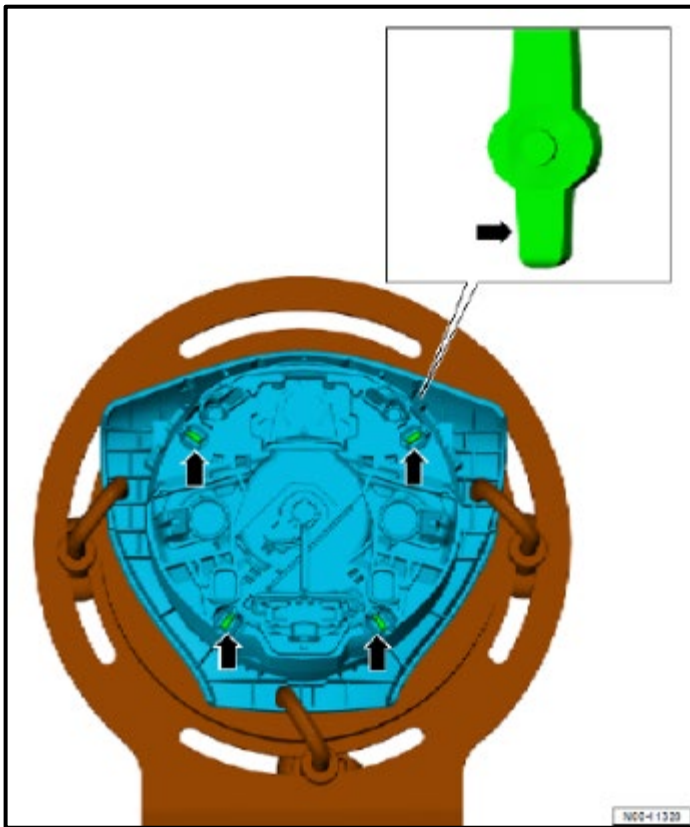
- Spring seated **correctly** <arrow>.



- Fit springs <arrows> for horn ring again and allow to engage audibly.



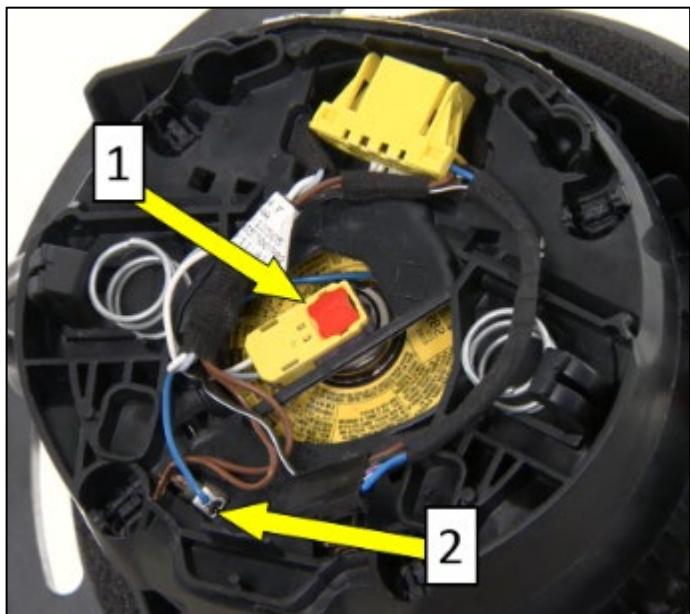
- Position horn ring <arrows> with springs on securing clips and press firmly in place. Ensure that springs are seated correctly on both sides.



**NOTE**

If a pin is damaged or has been lost, it can be replaced with a locking pin from the bag of spares included.

- Using long-nose pliers, insert four locking pins in retaining lugs with narrow side facing downwards <arrow in magnification>. Pins must engage audibly.



- Connect central connector <1> on inflator.

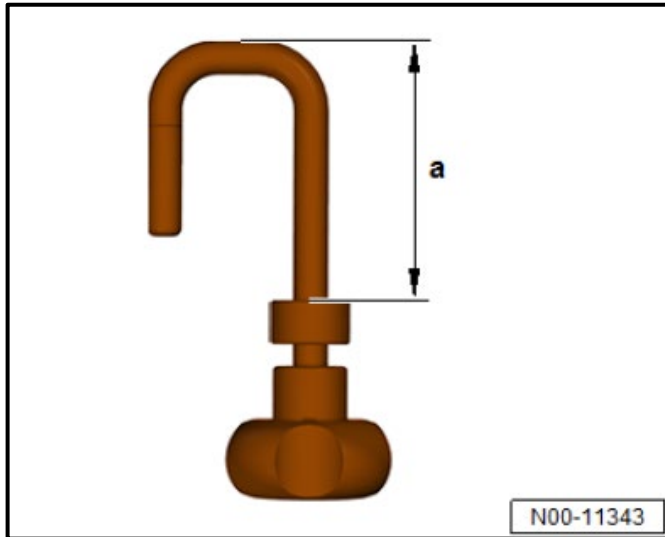
**NOTE**

Ensure the connector locks are fully open when installing the connectors.

- Press central connector lock in until fully locked.
- Connect ground cable <2>.

**Continue to Section F.**

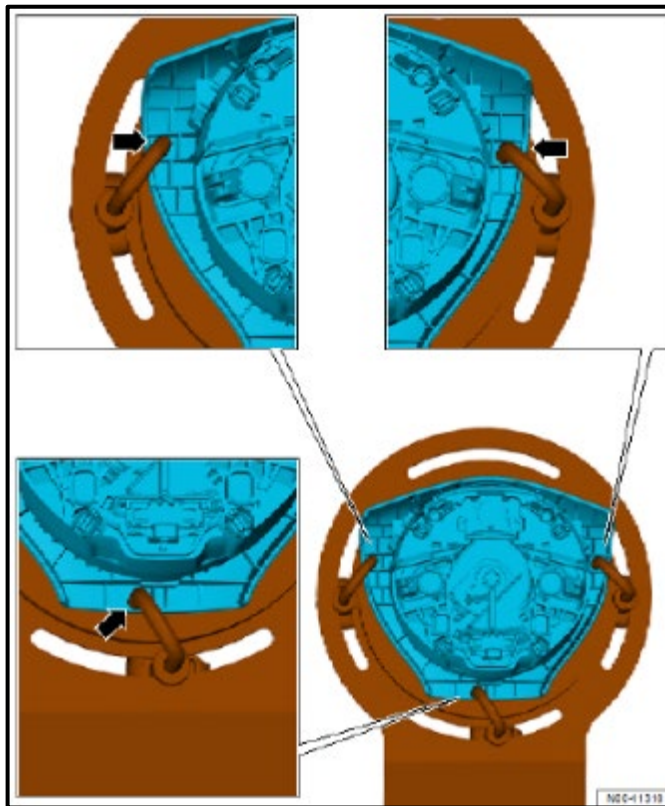
## Subsection 2 – Inflator, three spoke steering wheel, with vibration absorption



### Removal Procedure:

#### ! NOTE

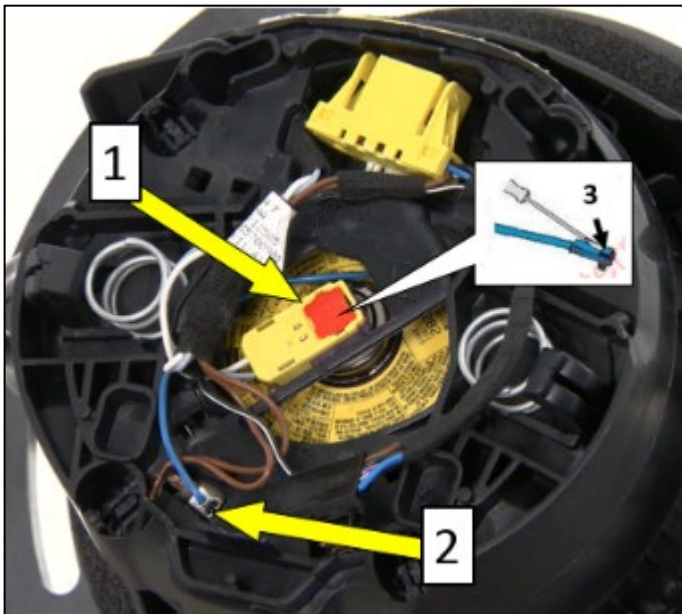
- The three spoke steering wheel has three mounting points.
- Tighten mounting by hand to prevent damage.
- Adjust three knurled nuts of securing hooks to <dimension a> 50mm.



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

#### ! 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.



- Disengage connector lock <3> using a small flat bladed screwdriver.
- Remove connector <1> using needle nose pliers.

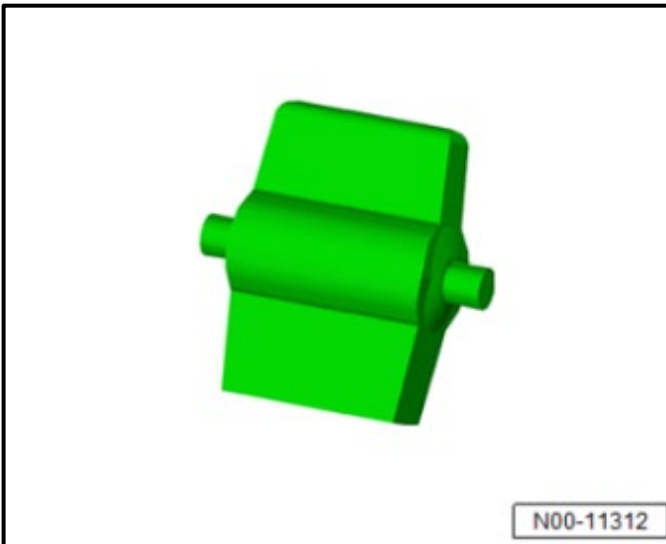
**⚠ CAUTION**

- Do not use a screwdriver to pry off connector <1> or damage to the connector could occur.
- Damage to the airbag connectors will not be covered under this action.

- Remove ground cable <2>.

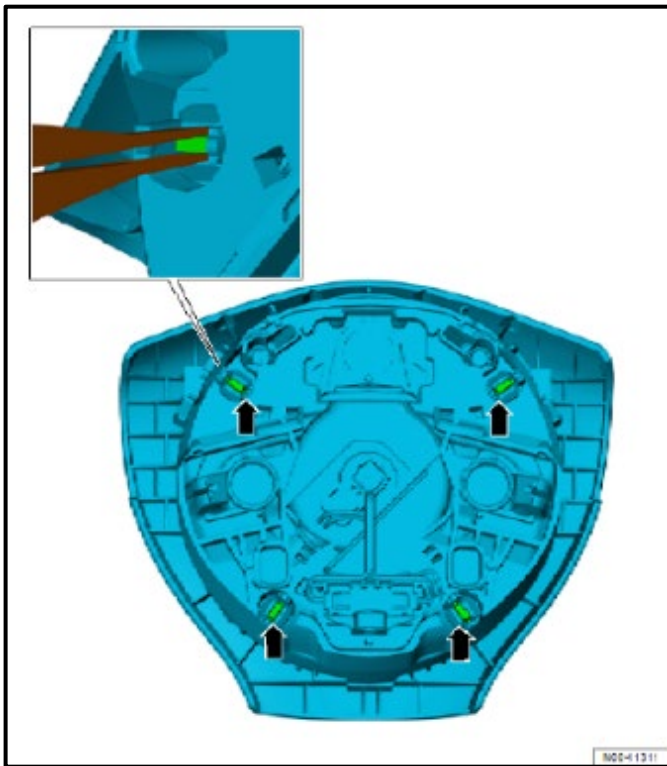
**! NOTE**

The photo is for reference only. The inflator that is installed may be either a single stage or dual stage inflator.

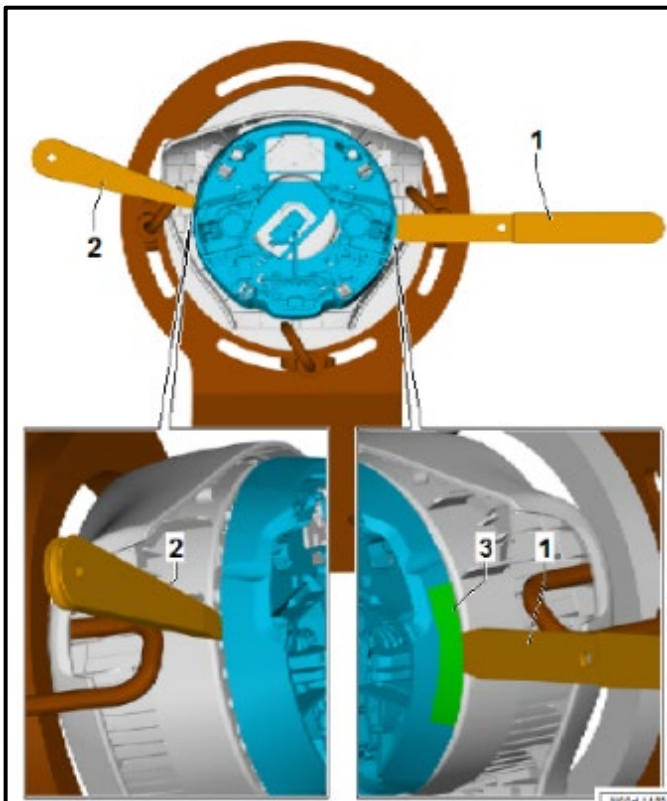


**! NOTE**

- The locking pins are to be reused.
- There may be instances in which short locking pins are fitted. These can be levered out with a small screwdriver.



- Remove locking pins <arrows> for horn ring with aid of longnose pliers.

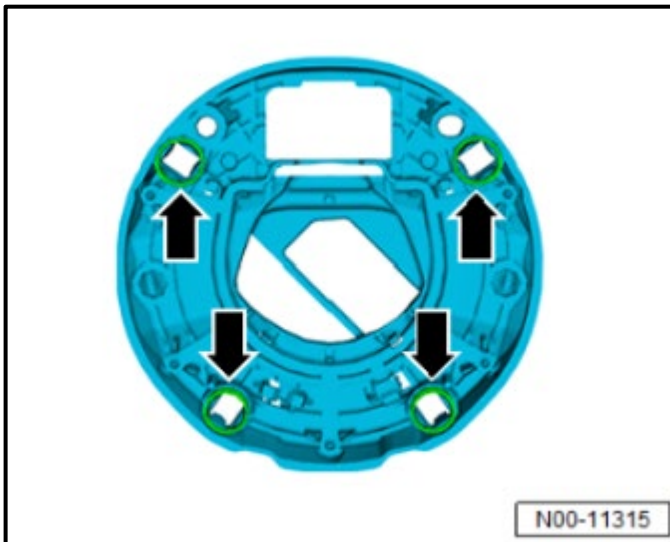


- Apply lever -T10571- <1> in shaded area <3>. At the same time, apply removal wedge -3409- on the other side <2> and lever off horn ring.
- Repeat work steps on other side.

**CAUTION**

Use extreme care when removing the horn ring. If horn ring is damaged during remove, airbag replacement will be necessary. Replacement of the airbag due to damage during horn ring removal will not be covered under this action.

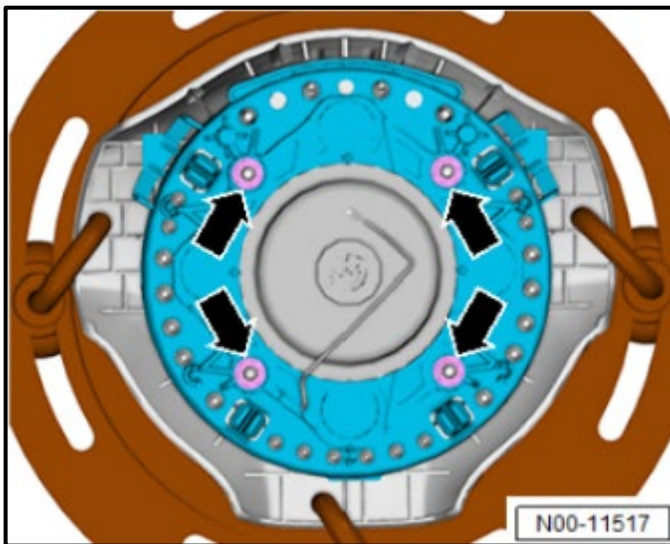




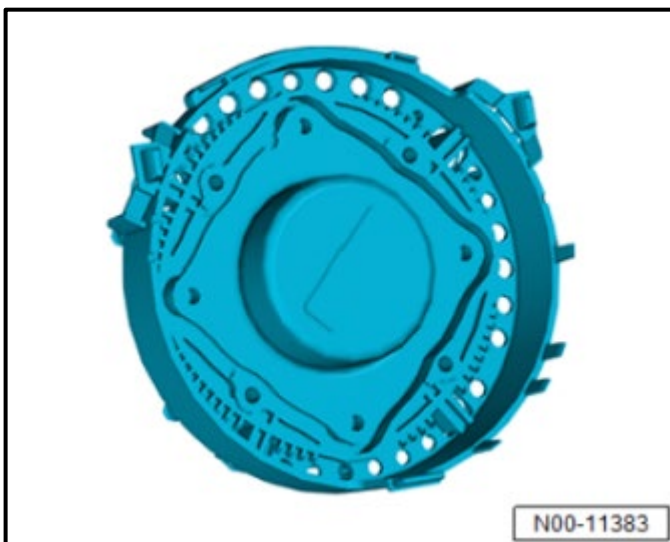
- Remove horn ring with springs <arrows>.

#### ⚠ CAUTION

- When removing the horn ring, take care that the springs are not lost as they are not available separately.
- **ONE** replacement spring is included in the inflator kit in the event a spring is lost or damaged.
- If more than one spring is lost, replacement of the airbag is required. Replacement of the airbag is required if a spring is lost and is not covered under this action.



- Remove and discard nuts <arrows>.



- Remove the inflator and place in the original packaging.

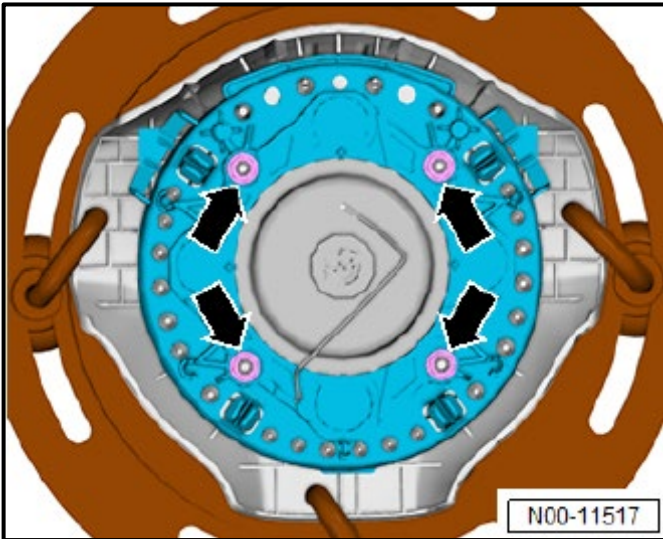
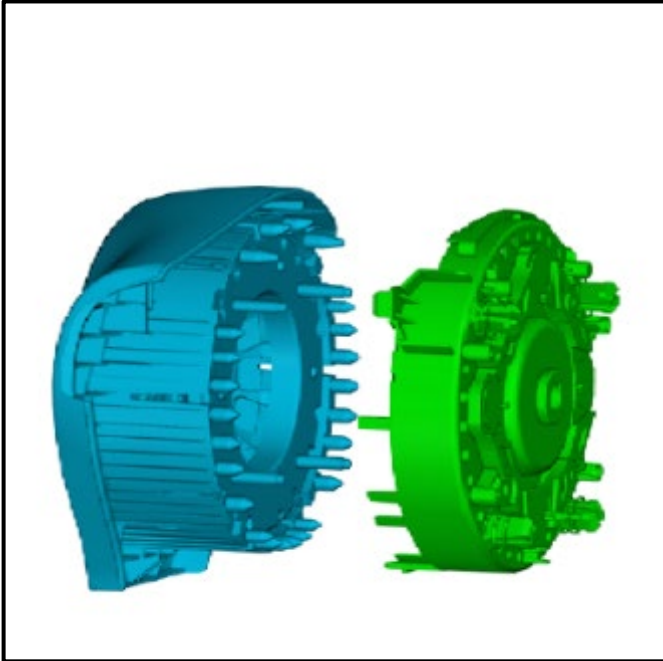
#### ⓘ NOTE

Inflator return instructions are included with the new inflator.

## Installation Procedure:

- Set new inflator in installation position.

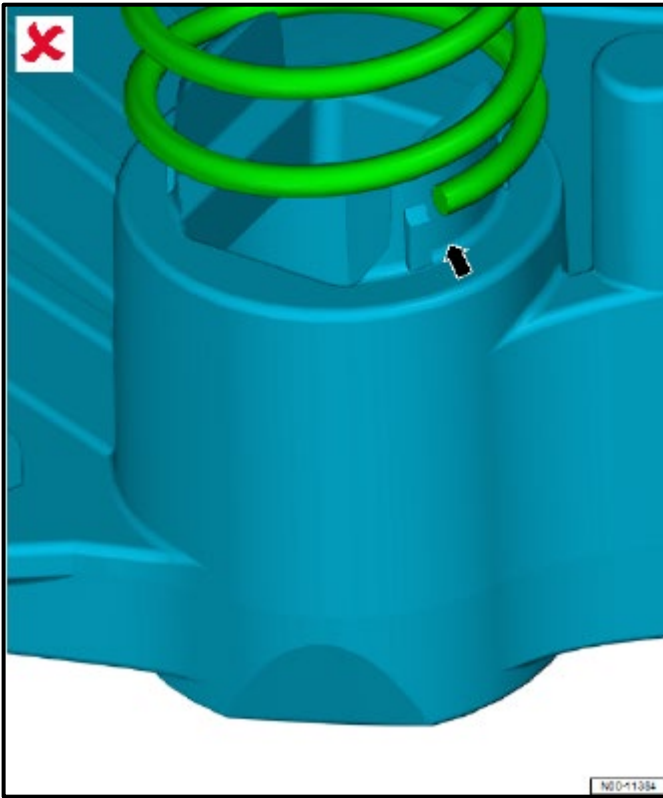
Criteria	Inflator Kit Part Number
T2	3C8898201C



### NOTE

The nuts are self-locking and must be replaced

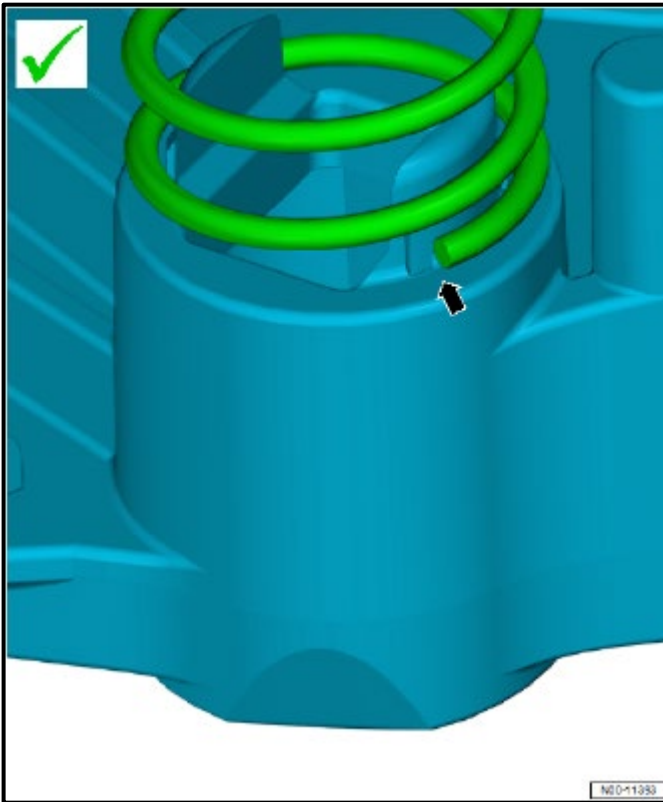
- Install new nuts <arrows> and torque to 5 Nm  $\pm$  0.4 Nm.



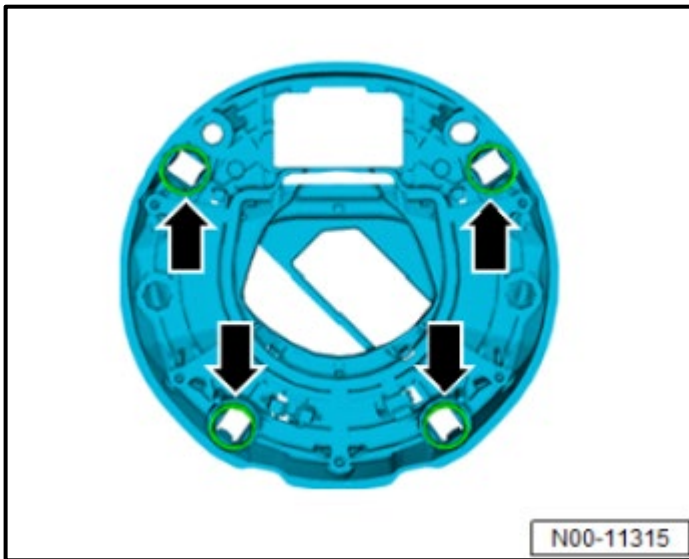
**NOTE**

- If one of the springs is damaged or has been lost, it can be replaced with a spring from the bag of spares included.
- Note the examples shown for reference of proper spring seating.

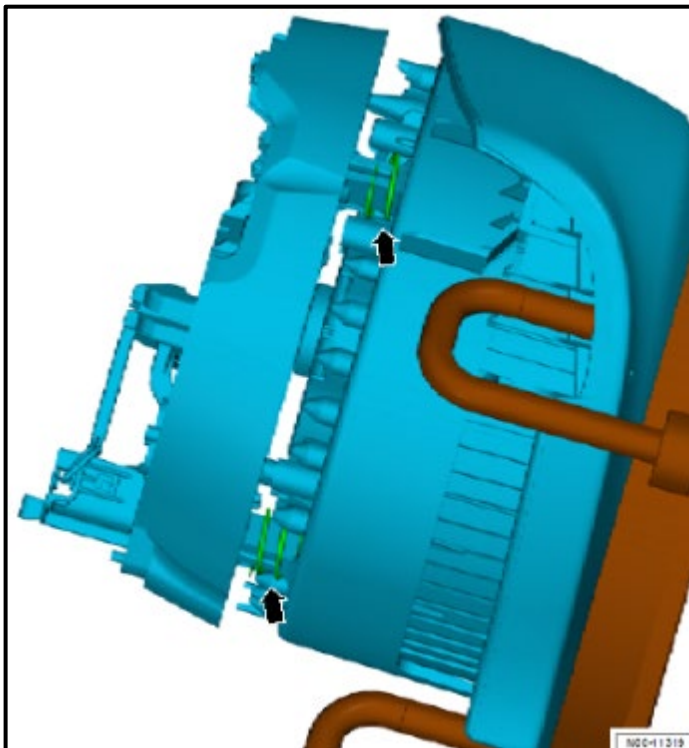
- Spring seated **incorrectly** <arrow>.



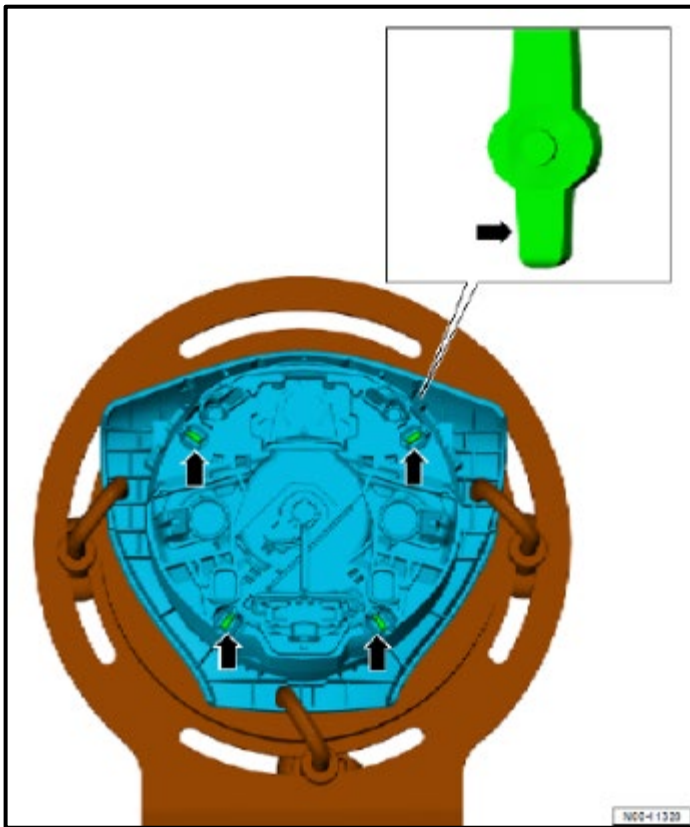
- Spring seated **correctly** <arrow>.



- Fit springs <arrows> for horn ring again and allow to engage audibly.



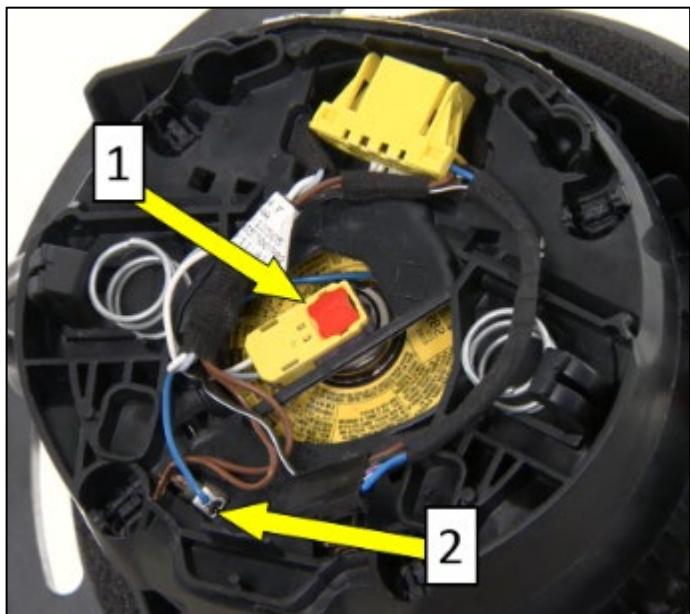
- Position horn ring <arrows> with springs on securing clips and press firmly in place. Ensure that springs are seated correctly on both sides.



**NOTE**

If a pin is damaged or has been lost, it can be replaced with a locking pin from the bag of spares included.

- Using long-nose pliers, insert four locking pins in retaining lugs with narrow side facing downwards <arrow in magnification>. Pins must engage audibly.



- Connect central connector <1> on inflator.

**NOTE**

Ensure the connector locks are fully open when installing the connectors.

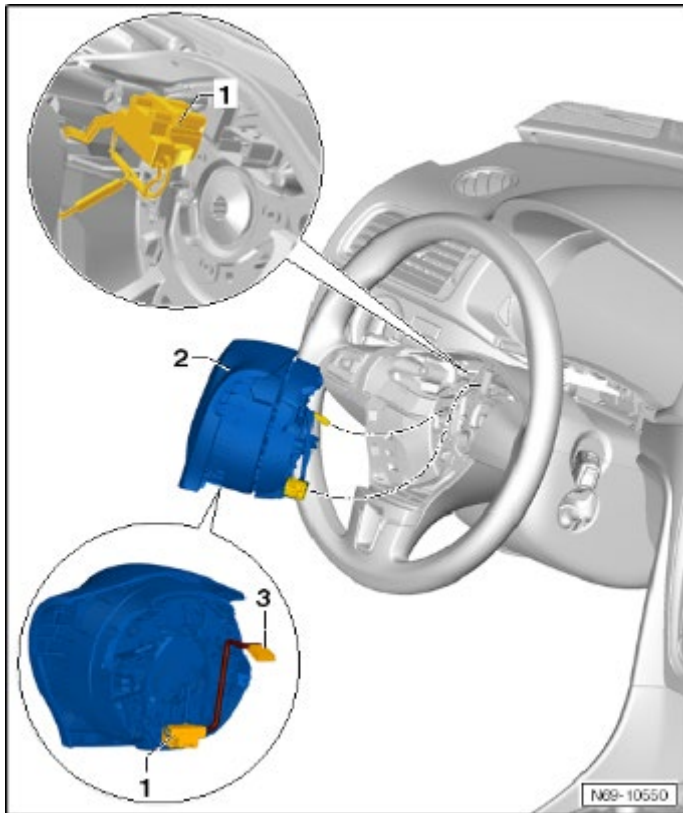
- Press central connector lock in until fully locked.
- Connect ground cable <2>.

**Continue to Section F.**

## Section F – Airbag Installation

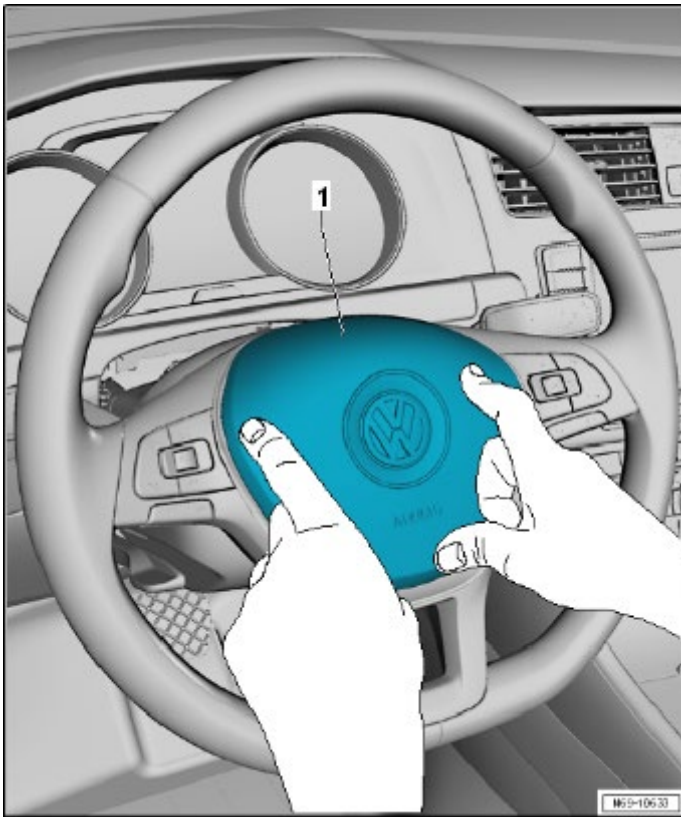
Vehicles with Critiera T3: Install a new driver airbag.

Criteria	Driver Airbag Part Number
T3	561880201AA 81U



### **⚠ 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 <1>. The connector must click into place during this.
- Press the connector lock on the connector <1>.
- Connect the connector <3> (if equipped).
- Insert the airbag unit <2> into the steering wheel but do not press on it.



- 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 three attachment points in the steering wheel.

**Continue to Section G.**

## Section G – Battery Reconnect

### TIP

For KESSY vehicles, the engine may not start after reconnecting battery. This condition should be resolved by following these steps:

1. Remove the key from the vehicle.
2. Open and close the driver's door.
3. Lock then unlock the vehicle using the remote.
4. Insert the key and the vehicle should now start.

### Battery In Engine Compartment:

### WARNING

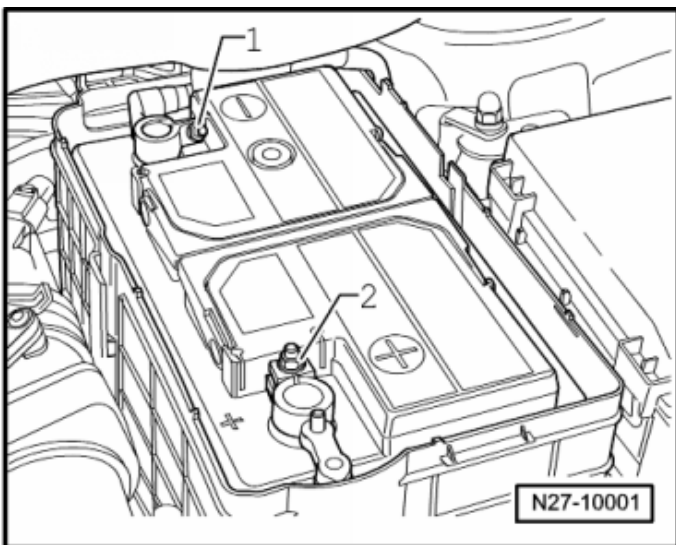
Ignition must be **ON** when connecting battery. If pyrotechnic components (e.g. airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. There must not be anyone inside the vehicle when connecting the battery.

- Connect the battery ground cable terminal by hand to the battery negative terminal.
- Torque the nut <1> to 6 Nm.


### 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 straight ahead at 10 to 15 mph. This activates Steering Angle Sensor -G85-.

- Close the cover <1>.
- 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.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.
- After completing repairs, verify the horn is operational.



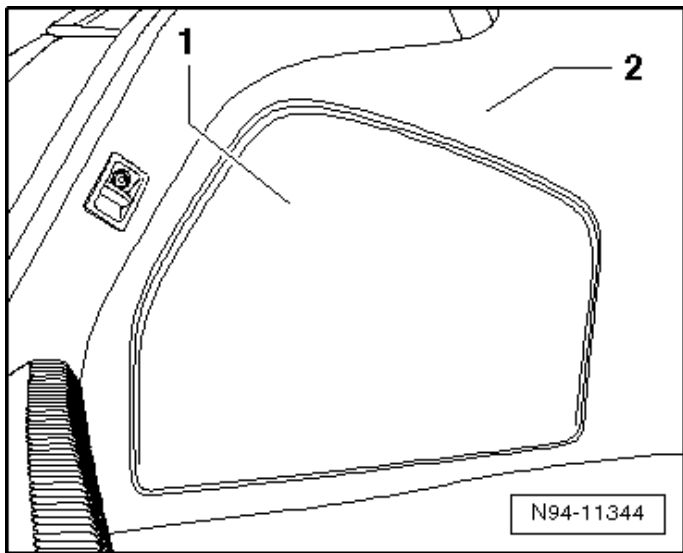
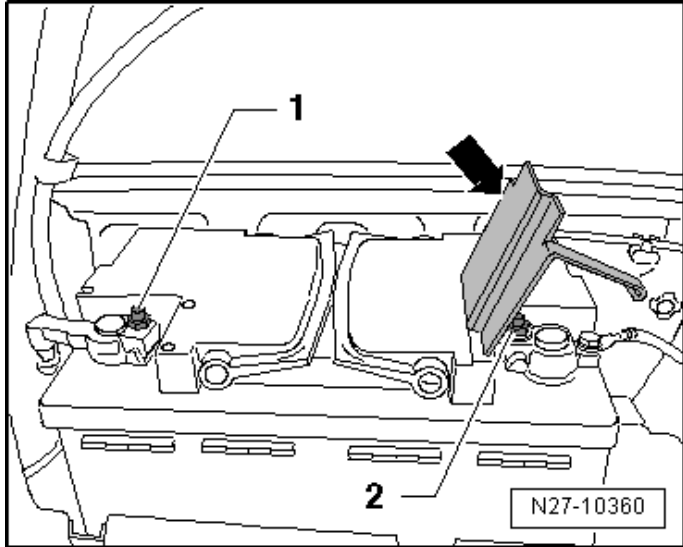


 **NOTE**

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

**Proceed to Section H.**

## Battery In Luggage Compartment:



### **⚠ 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.

### **! 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 straight ahead at 10 to 15 mph. This activates Steering Angle Sensor -G85-.

- Install the service cover <1> on the side trim panel <2>.
- 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.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.
- 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 H.**

## Section H – 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).

**Repair is Complete, Proceed to Appendix C**  
(Mandatory Takata Part Return Process).

## 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.

## Appendix B – Rental Car/Loaner FAQ

### TAKATA AIRBAG CLASS ACTION SETTLEMENT DEALERSHIP FAQS

**Q: What is an eligible class member entitled to under the Enhanced Rental Car/Loaner Program?**

A: Under the Enhanced Rental Car/Loaner Program, VWGoA or Audi of America will provide a rental or loaner vehicle to every owner or lessee who (i) brings one of the covered recalled vehicles to a Volkswagen or Audi dealer for completion of the remedy of the recall and (ii) requests a rental/loaner vehicle while awaiting the remedy for the recall, while the remedy for the recall is in progress, or if there is a delay in performing the remedy for the recall on the affected vehicle.

**Q: Is there any information a customer must provide to participate in the Enhanced Rental Car/Loaner Program?**

A: The customer must provide adequate proof of insurance. If a rental car (as opposed to a loaner car) is provided, the customer must meet the applicable rental car company's guidelines, including age restrictions.

**Q: How long will a rental or loaner car be provided to an eligible class member under the Enhanced Rental Car/Loaner Program?**

A: The rental/loaner car will be available until the remedy for the recall is performed on the affected vehicle, at which time the rental/loaner vehicle must be promptly returned to the provider of the rental/loaner vehicle in the same condition (excepting ordinary wear and tear) as received. Absent extenuating circumstances, the rental/loaner vehicle must be returned when the recall is completed. And in no event will VWGoA or Audi of America pay for a rental car or provide a loaner for more than 7 days after the remedy for the recall is completed on a vehicle.

**Q: How early can an eligible class member expect to be provided a rental/loaner car under the Enhanced Rental Car/Loaner Program?**

A: The Enhanced Rental Car/Loaner Program will take effect no later than 30 calendar days following November 10, 2021, the date of the Court's issuance of an order preliminarily approving the Settlement.

# Appendix C – Mandatory Takata Part Return Process

## NOTE

NOTE: International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: [MLGTakataRestrains\\_International@menloworldwide.com](mailto:MLGTakataRestrains_International@menloworldwide.com). Or they can email the attached form to Menlo/XPO, (email is in the form) & they will make arrangements with Crane Worldwide to arrange pick up. As info, both emails go to the same international people that arrange the freight. [MLGTakataRestrains\\_International@menloworldwide.com](mailto:MLGTakataRestrains_International@menloworldwide.com); [SCTakataRestrains\\_International@XPO.com](mailto:SCTakataRestrains_International@XPO.com)

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

### 1. Shipping Documents

#### a) Box Label

- Supplied with each Kit
- To be affixed to each box



#### b) Over-pack Label

- To be supplied by XPO
- To be affixed to the outside of each pallet



#### c) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



#### d) ERG Document

- To be supplied by XPO.
- To be provide by the Dealer to the LTL Driver for each shipment



### 5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)



### 2. Packing Instructions

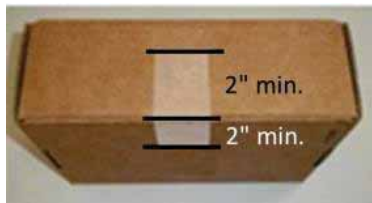
a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located In Box 8 of this page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



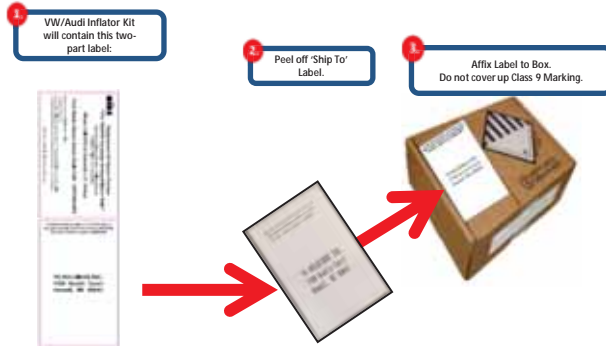
### 3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



### 4. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid June, 2015



### 6. Shipping Instructions – Schedule LTL Pickup

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
  - Call XPO at 1-888-708-5712
  - If 200 Kits have not been accumulated in 30 days, please call XPO for direction
- Have the following Information Available
  - Dealer #
  - Quantity of Over-packs/Pallets
  - Quantity of Passenger Inflator Kits on each Pallet
  - Email Address where shipping Documentation can be received

### 7. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for 2 Years

### 8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: XPO Customer service Rep- Tel #: 210-250-5079

E-Mail: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label
  - Bill of Lading
  - ERG Form
- Dealer Shipping Information
  - Contact name
  - Dealer Address
  - Phone Number



# U.S. Only

## NOTE

Crane Worldwide Logistics will arrange pick-up of all return Takata product. Dealers **MUST** follow directions on attached sign up form and pick-up request instructions.

If you have any issues, questions or require additional information regarding shipping, contact the following Takata/Menlo USA representative directly:

**Miguel Prigadaa**

Tel number: 210-250-5078

Email: [MLGTakataRestrains\\_International@menlowworldwide.com](mailto:MLGTakataRestrains_International@menlowworldwide.com)

**NOTE: For reference purposes only, see steps 1-8 below.**

### Canadian Dealers - Do Not Contact XPO

Campaign Specialist

Tel number: (905) 428-4601

E-mail: [warranty.campaigns@vw.ca](mailto:warranty.campaigns@vw.ca) or [warranty.campaigns@audi.ca](mailto:warranty.campaigns@audi.ca)

## 1. Shipping Documents

### a) Over-pack Label

- To be supplied by carrier
- To be affixed to the outside of each pallet



### b) Bill of Lading (BOL)

- To be supplied by carrier
- Print 2 copies: 1 for Dealer Records, 1 for truck Driver



### c) ERG Document

- To be supplied by carrier
- To be provided by the Dealer to the truck Driver for each shipment



## 2. Packing Instructions

a) Confirm box is in acceptable condition.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



## 3. Closure Instructions

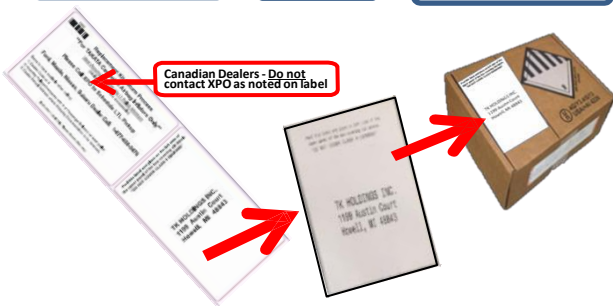
a) Close the top box flap, per box closure instructions located on front panel of box.



## 4. Shipping Instructions - Label each Box

a) This step is **only** necessary if label is included in box.

- VW/Audi Inflator Kit will contain this two-part label:
- Peel off 'Ship To' Label.
- Affix Label to Box. Do not cover up Class 9 Marking.



## 5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes MAX)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)
- Kits **cannot** be shipped in a master carton. If not enough to palletize, kits can be returned in their individual Boxes with dangerous goods markings visible. Select "via small package" when shipping individually



## 6. Shipping Instructions – Schedule LTL Pickup

a) Upon Accumulating 200 kits (1 Over-pack/Pallet) or **30 days since last shipment**:

- Follow request instructions on pick-up

b) Have the following Information Available

- Dealer Number
- Quantity of Over-pack Pallets(200) or individual boxes
- Quantity of Passenger Inflator Kits on each Over-Pack Pallet
- Email Address where shipping Documentation can be received

## 7. Shipping Instructions – Ship

a) Give 1 Copy of BOL and ERG to driver

b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

## 8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please email to request replacement materials.

E-Mail: [MLGTakataRestrains\\_International@menlowworldwide.com](mailto:MLGTakataRestrains_International@menlowworldwide.com)

To help expedite your request, provide the following information:

- Serial number on the original box
- What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label - \* if included
  - This picture may appear different on the box



c) Dealer Shipping Information

- Contact name
- Dealer Address
- Phone Number

## CANADIAN DEALER DO NOT CONTACT XPO

Do not ship with label inside the box

Label on the box will vary as per country of origin

Please file all tracking documents

Contact your Campaign Specialist