



# Safety Recall

## Code: 69EH

<b>Subject</b>	Passenger Frontal Airbag (Folding)															
<b>Release Date</b>	February 14, 2023															
<b>Affected Vehicles</b>	<table border="1"><thead><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr></thead><tbody><tr><td>USA</td><td>2021</td><td>2021</td><td>ID4</td><td>55</td></tr><tr><td>CAN</td><td>2021</td><td>2021</td><td>ID4</td><td>30</td></tr></tbody></table> <p>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.</p> <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>	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	ID4	55	CAN	2021	2021	ID4	30
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count												
USA	2021	2021	ID4	55												
CAN	2021	2021	ID4	30												
<b>Problem Description</b>	On certain vehicles, the passenger frontal airbag may not have been folded properly. As a result, the airbag may not inflate properly in a crash. An airbag that does not inflate properly could create an increased risk of injury in a crash.															
<b>Corrective Action</b>	Replace passenger frontal airbag.															
<b>Precautions</b>	Volkswagen recommends avoiding use of the front passenger seat whenever possible until the recall work has been performed.															
<b>Code Visibility</b>	On November 22, 2022, the campaign code was applied to affected vehicles.															
<b>Owner Notification</b>	Owner notification will take place in February 2023. Owner letter examples are included in this bulletin for your reference.															
<b>Additional Information</b>	<p><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></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALL:</b></p> <p><b>New Vehicles in Dealer Inventory:</b> 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.</p> <p><b>Pre-Owned Vehicles in Dealer Inventory:</b> 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.</p> <p>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 <a href="http://www.vwclub.com">www.vwclub.com</a>.</p>															

## Parts Information

**Parts Control Type:**  
Free Order

Parts will be managed by Free Order

**Initial Allocation:**  
NO

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

**Repair Projection Tool:**  
(right click to open)



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	11A-880-204-G	AIRBAG	Free Order
	1	N -910-935-02	BOLT	

### NOTE

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

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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.

<b>Service Number</b>	69EH		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WWO		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark AIRBAG* as causal part		
<b>Vehicle Wash/Loaner</b>	<p>Do not claim wash/loaner under this action</p> <p><b>U.S.A.:</b> Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the Alternate Transportation Program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.</p> <p><b>Canada:</b> Loaner/rental coverage cannot be claimed under this action. Please refer to Volkswagen Service Loaner Program to determine loaner eligibility.</p>		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6959 55 99	40	Replace passenger frontal airbag
	0150 00 00	Time stated on diagnostic protocol (up to 50 TU)	Check and clear repair related faults/GFF operations (if necessary)
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	11A880204G	AIRBAG*
	4.00	N 91093502	BOLT

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 22V858

**Subject: Safety Recall 69EH -Passenger Frontal Airbag (Folding)**

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 2021 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** On certain vehicles, the passenger frontal airbag may not have been folded properly. As a result, the airbag may not inflate properly in a crash. An airbag that does not inflate properly could create an increased risk of injury in a crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the passenger frontal airbag. 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.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

**Precautions you should take** Volkswagen recommends avoiding use of the front passenger seat whenever possible until the recall work has been performed.

**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](http://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](http://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:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2022-631

**Subject: Safety Recall 69EH -Passenger Frontal Airbag (Folding)**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** On certain vehicles, the passenger frontal airbag may not have been folded properly. As a result, the airbag may not inflate properly in a crash. An airbag that does not inflate properly could create an increased risk of injury in a crash.

**What will we do?** To correct this defect, your authorized Volkswagen dealer will replace the passenger frontal airbag. 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.

**What should you do?** Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

**Precautions you should take** Volkswagen recommends avoiding use of the front passenger seat whenever possible until the recall work has been performed.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

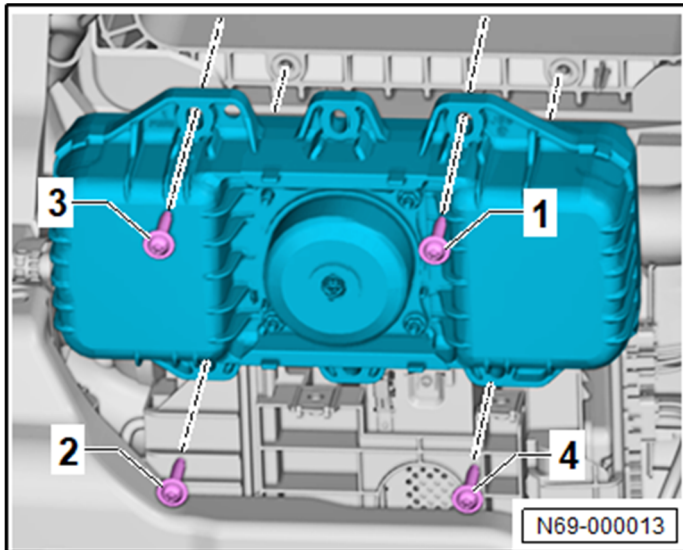
**Can we assist you further?** If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

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

## Repair Overview



- Replace passenger frontal airbag.

### NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Repair Instruction


### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

**EXAMPLE**

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**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.

#### **CRITICAL REPAIR STEP**



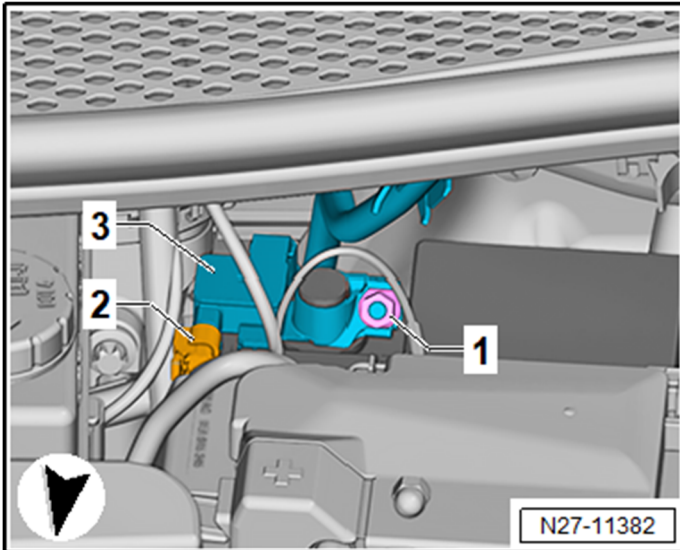
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Repair Procedure

### WARNING

Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.



### Disconnect 12V battery:

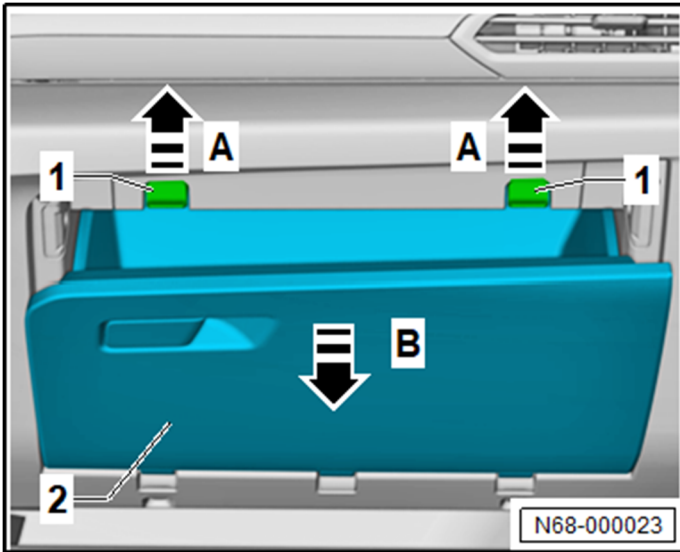
- Move front seats all the way backwards.
- End the drive ready mode.
- Switch off the ignition and electrical equipment.
- Place the vehicle key and other start authorization systems (such as smartphones) outside of the vehicle interior.
- Open the negative terminal cover above the battery monitoring control module <3>.
- Loosen the nut <1> several turns and remove the battery monitoring control module <3> from the battery negative terminal.
- Disconnect the connector <2> from the Battery Monitoring Control Module -J367-.
- Wait 1 minute.
- Check the voltage of the 12V vehicle electrical system using a commercially available voltmeter.
- The voltage must be 0V.
- If the voltage remains greater than 0V, the high voltage system must be de-energized.
  - Refer to *Rep. Gr.93; High-Voltage System, De-Energizing*

### DANGER (if high-voltage system has to be de-energized)

**High voltage increases the risk of fatal injury!  
Electrocution can cause severe bodily or fatal injury!**

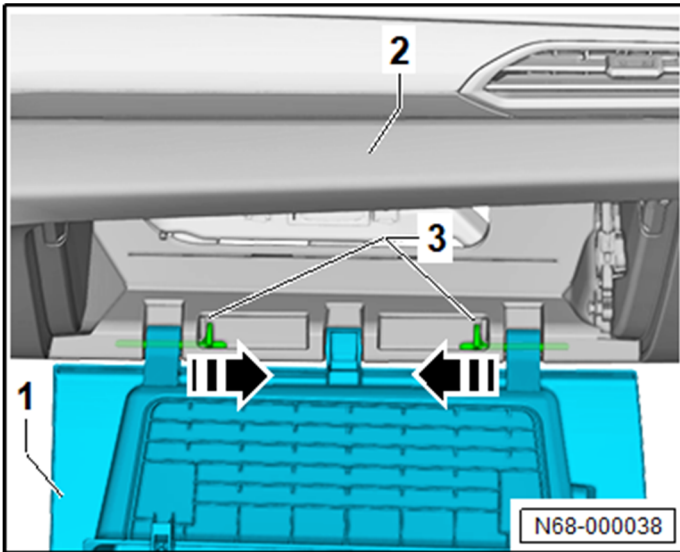
Have a high-voltage technician or a high-voltage expert de-energize the high-voltage system!



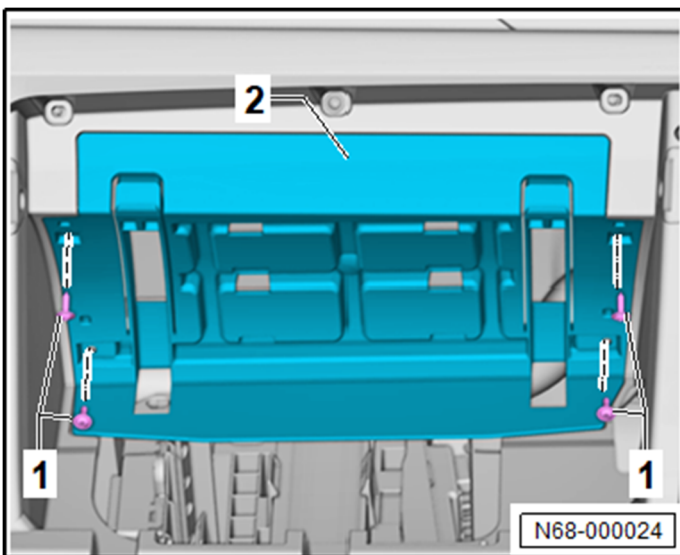


**Remove the glove compartment components:**

- Open the glove compartment <2>.
- Press the stops <1> in the <direction of arrow A> and fold the glove compartment <2> all the way up in the <direction of arrow B>.
- Unclip the push rod from the side brake element at the glove compartment.



- Slide the centering pins <3> in <direction of the arrow> and remove the glove compartment <1> from the front passenger side instrument panel cover <2>.



- Remove the bolts <1>.
- Remove the glove compartment lid <2>.

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. ©2023 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

**⚠ CRITICAL REPAIR STEP**



The original airbag bolts have thread lock applied to them.  
**Remove the bolts using hand tools only.**  
**DO NOT use power tools to remove the bolts.**  
**Use extreme care when removing the bolts.**  
**DO NOT use excessive force/torque when removing the bolts.**  
**DO NOT heat the bolts to loosen the thread lock.**  
**Clean the threads of the nut inserts using a thread tap before installing the new bolts.**

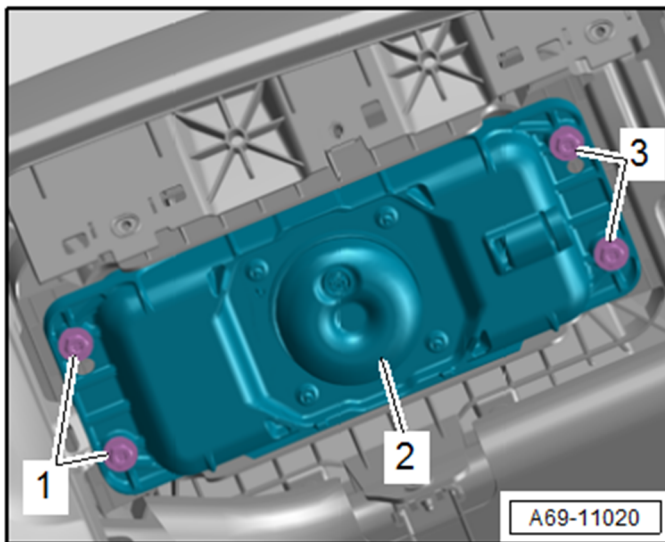


**Replacing passenger frontal airbag:**

**⚠ 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.

- Release the connector lock <1>.
- Disconnect the connectors <2>.



**⚠ WARNING**

Secure the airbag unit from falling.

- Remove the bolts <1> and <3>.
- Remove the airbag unit <2> downward.

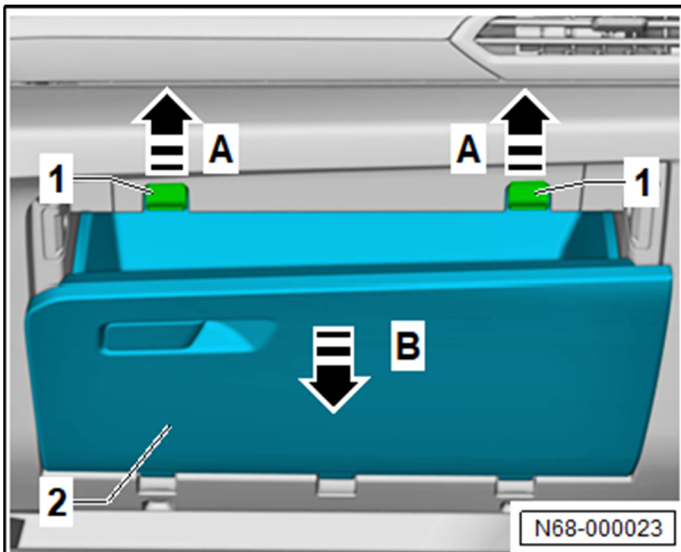
**⚠ WARNING**

Set the airbag down so the airbag fabric faces upward.

- Install the new airbag in the reverse order of removal.
- Clean threads for the airbag bolts using a tap.
- Torque new bolts <1> and <3> to 8 Nm.

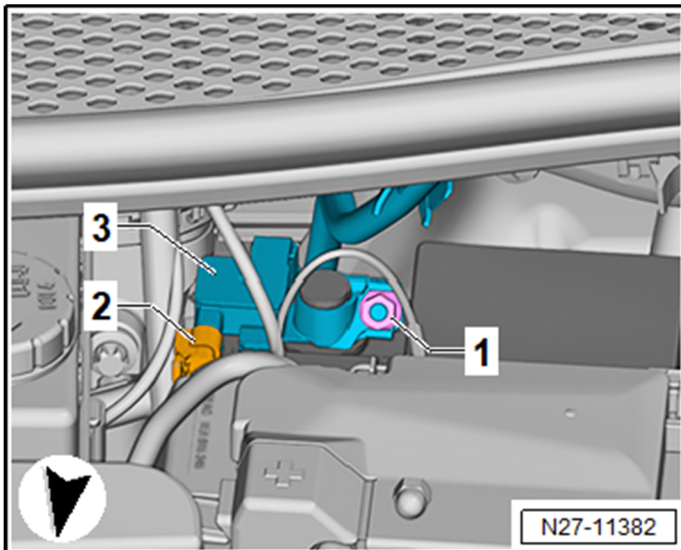
Part Number	Part Description
11A-880-204-G	Airbag
N -910-935-02	Bolt (x4)

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. ©2023 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.



### Re-install glove compartment:

- Installation is the reverse order of removal.
- Slowly close the glove compartment until it audibly latches.



### Reconnect 12V battery:

- Attach the battery monitoring control module <3> onto the battery negative terminal.
- Torque the nut <1> to 5 Nm.
- Connect the connector <2> to the Battery Monitoring Control Module -J367-.
- Switch the ignition on.
- Open and close the door windows all the way.
- Then, with the windows closed, pull the door window regulator switch until the relay audibly switches.
- Check the convenience closing from the window regulator motors.
- Establish drive ready mode.
- Turn the steering wheel all the way to the left and to the right.
- Verify ESP light turns off.
- Check and clear repair related faults using the diagnostic tester.

### Proceed to Section C

## Section C – 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 D

## Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

## 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 replacing 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 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.