# Frequently Asked Questions (FAQ)

## ACTION SUMMARY

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| **Campaign Code** | Safety Recall 69FB – Passenger Occupant Detection System (PODS) |
| **Action Status** | REPAIR NOT YET AVAILABLE |
| **Market(s)** | USA & Canada |

**Affected Vehicles**

| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count |
|---|---|---|---|---|
| USA | 2018 | 2021 | ATLAS | 143,038 |
| USA | 2020 | 2020 | ATLAS CROSS SPORT | 15 |
| CAN | 2018 | 2019 | ATLAS | 18,235 |

**Problem Description**

A wire with a contact fault may cause the Passenger Occupant Detection System (PODS) to detect a malfunction and switch off the passenger airbag, even though the seat may be occupied. In a crash with frontal airbag deployment, there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger frontal airbag is switched off or not working.

**Precautions**

Should a malfunction occur, vehicle occupants will be alerted by illumination of the airbag warning light, an acoustic warning sound, an error message displayed in the instrument cluster and by the status of the Passenger Airbag OFF indicator light. If this happens, owners are advised to make an appointment with an authorized Volkswagen dealer to have the vehicle inspected without delay.

Until the recall repair has been performed, owners are advised to avoid use of the front passenger seat whenever possible.

**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.

**VIN Lookup Visibility - NHTSA safercar.gov and vw.com:** On or about April 5, 2023, the campaign code will appear for affected vehicles in the VIN lookup tool(s). Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the ***Look Up Recalls*** link at www.vw.com and entering the Vehicle Identification Number (VIN).

### What is the status of this recall repair?

The recall repair is not yet available.

### Why has this recall been announced when dealers are not yet able to perform the repairs?

Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability.

### What if a customer requests that their vehicle be repaired immediately?

IMPORTANT!
This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Any vehicle experiencing issues should be diagnosed/repaired by an authorized dealer following existing repair guidelines.

If a vehicle is not currently experiencing any issues, please inform the customer that a repair solution is pending, and that they will receive formal notification via first-class mail once the repair is available. Once the customer receives formal notification, they may contact their authorized dealer to schedule the repair.

**What should dealers do if they have any affected vehicles in inventory?**

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

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