



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 69PZ / Passenger Occupant Detection System (PODS)

This notice is for: All Dealer Personnel

Date: September 25, 2024

Issue: 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.

As a reminder, the vehicle owner's manual contains important information regarding vehicle warning lights and messages. We encourage anyone who drives the vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging they may see.

Volkswagen advises owners to follow all cautions and warnings described in the owner's manual regarding the Passenger Occupant Detection System (PODS).

Do not use the passenger seat if a PODS error message displays on the instrument panel or if the airbag indicator light displays "passenger airbag off" with an occupant in the seat.

Wave Rollout/Repair Available Timing:

The 69PZ is being rolled out in waves, based on availability of parts as follows:

WAVE	CRITERIA	WAVE TOTAL COUNT	REPAIR AVAILABLE
1	D1, E1, N1, P1, D3, N3	USA = 55,098 CAN = 31,609	YES September 26, 2024
2	A1, B1, K1, L1	USA = 4,562 CAN = 576	NO
3	C1, C2, M1, M2	USA = 211,653 CAN = 3,563	NO

- Replace the PODS sensor mat and wiring harness.
- See ELSA and Service References in Elsa2Go 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.

Parts Department: Please refer to the campaign circular for complete parts ordering & allocation information.

Ensure all dealer 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	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2024	ATLAS	171,086
USA	2020	2024	ATLAS CROSS SPORT	100,227
CAN	2021	2024	ATLAS	24,097
CAN	2020	2024	ATLAS CROSS SPORT	11,651

**Counts reflect overall 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 – In waves – wave 1 September 2024
- Loaner/rental coverage – see campaign circular

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-