



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Safety Recall 69E8 / Passenger Frontal Airbag Primary Inflator Securing Nuts

This notice is for: All Dealer Personnel

Date: October 09, 2024

Issue: The nuts securing the primary inflator of the passenger frontal airbag may be loose. If the nuts are loose, the airbag may not inflate properly. Airbags with loose inflators may not function as expected, which may increase the risk of injury in a crash.

Precautions: If the condition is present in the vehicle, customers may hear a rattle sound from the passenger side of the dashboard. Customers with vehicle concerns are advised to contact their dealer to have the vehicle diagnosed without delay.

- Repair:**
- REPAIR AVAILABLE – October 10, 2024 / Check the torque of the inflator screws. If found to be loose, the passenger frontal airbag will be replaced.
 - 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: There will be no parts allocation. See the campaign circular for parts ordering details.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2024	ID.4	837
CAN	2023	2024	ID.4	207

**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 – October 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-

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.