

Safety Recall

Code: 69E8

Subject	Passenger Frontal Airbag Primary Inflator Securing Nuts																		
Document History	<table border="1"> <thead> <tr> <th style="background-color: #0070C0; color: white;">Date</th> <th colspan="3" style="background-color: #0070C0; color: white;">Summary</th> </tr> </thead> <tbody> <tr> <td>10/10/2024</td> <td colspan="3">Original publication</td> </tr> </tbody> </table>				Date	Summary			10/10/2024	Original publication									
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Affected Vehicles	<table border="1"> <thead> <tr> <th style="background-color: #0070C0; color: white;">Country</th> <th style="background-color: #0070C0; color: white;">Beginning Model Year</th> <th style="background-color: #0070C0; color: white;">Ending Model Year</th> <th style="background-color: #0070C0; color: white;">Vehicle</th> <th style="background-color: #0070C0; color: white;">Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2023</td> <td>2024</td> <td>ID.4</td> <td>837</td> </tr> <tr> <td>CAN</td> <td>2023</td> <td>2024</td> <td>ID.4</td> <td>207</td> </tr> </tbody> </table> <p><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 & verification source.</i></p> <ul style="list-style-type: none"> ✓ Campaign status must show "open." ✓ 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. 				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2023	2024	ID.4	837	CAN	2023	2024	ID.4	207
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count															
USA	2023	2024	ID.4	837															
CAN	2023	2024	ID.4	207															
Problem Description	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.																		
Corrective Action	Check the torque of the inflator screws. If found to be loose, the passenger frontal airbag will be replaced.																		
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.																		
Code Visibility	On August 30, 2024, the campaign code was applied to affected vehicles.																		
Owner Notification	Owner notification will take place in October 2024. Owner letter examples are included in this bulletin for your reference.																		
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL:</p> <p><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 with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before delivery to consumers.</u></p> <p>Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwclub.com.</i></p>																		

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. ©2024 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Parts Information (if required)

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	11K-880-204-E	AIRBAG	Reference POC comments individually by part number, or in the POC Campaign List
	4	N -910-935-02	BOLT	

Initial Allocation:
NO

There will be no parts allocation.

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	69E8		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if passenger frontal airbag is OK Mark AIRBAG* as causal if passenger frontal airbag is NOT OK		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	01		
	Remove glove compartment. Inspect passenger frontal airbag inflator nuts. Passenger airbag is OK		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	60 + Time stated on diagnostic protocol	Inspect airbag <i>(includes battery ground strap loosen+fasten, connect battery charger and 3-phase motor calibration after exiting GFF)</i>

Continued on next page

OR	Remove glove compartment. Inspect passenger frontal airbag inflator nuts. Passenger frontal airbag requires replacement.		
	LABOR		
	Labor Op	Time Units	Description
	6959 01 99	30	Inspect airbag
	6959 19 50	SEE ELSA	Front passenger airbag unit remove+reinstall <i>(includes 12V battery disconnect/reconnect)</i>
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided Functions
	0121 00 04	SEE ELSA	Test drive <i>(3-phase motor calibration after exiting GFF)</i>
	PARTS		
	Quantity	Part Number	Description
	1.00	11K880204E	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: 24V-643

Subject: Safety Recall 69E8 - Passenger Frontal Airbag Primary Inflator Securing Nuts

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 2023-2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.

What will we do?

To correct this defect, your authorized Volkswagen dealer will check the torque of the inflator screws. If found to be loose, the passenger frontal airbag will be replaced. 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 work, 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.

Precautions you should take:

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.

Additional Information

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, 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 or by calling us at 800-893-5298.
- 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>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

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 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: 2024-495

Subject: Safety Recall 69E8 - Passenger Frontal Airbag Primary Inflator Securing Nuts

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?

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.

What will we do?

To correct this defect, your authorized Volkswagen dealer will check the torque of the inflator screws. If found to be loose, the passenger frontal airbag will be replaced. 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 work, 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:

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.

Additional Information

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, 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.

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





- Inspect passenger frontal airbag inflator nuts and replace passenger frontal airbag, if necessary.

! 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.

Required Tools

	<p>Battery Tester/Charger capable of minimum 70 Amp continuous supply</p>		<p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>
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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



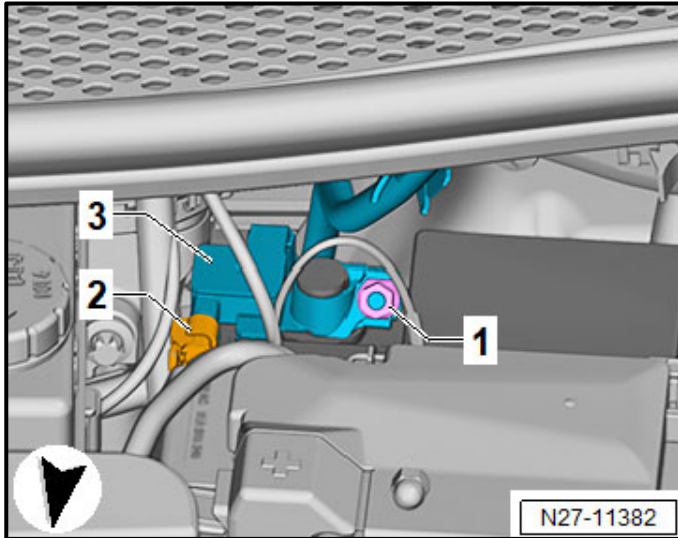
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

Section B – Inspect Passenger Frontal Airbag Inflator Nuts

⚠ WARNING

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

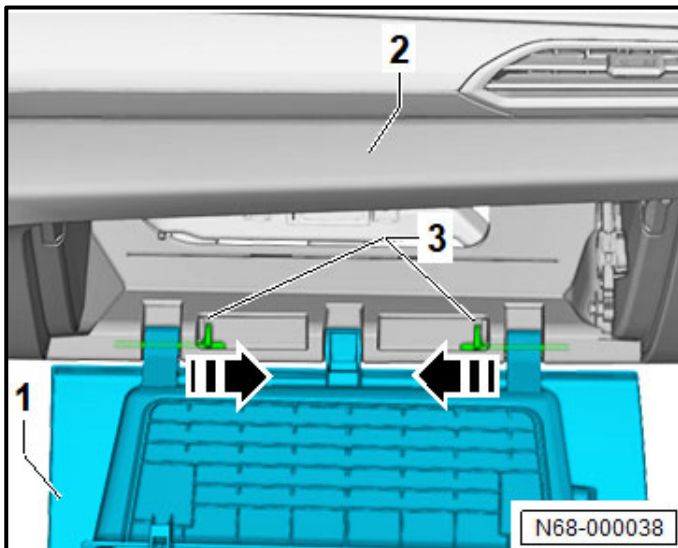


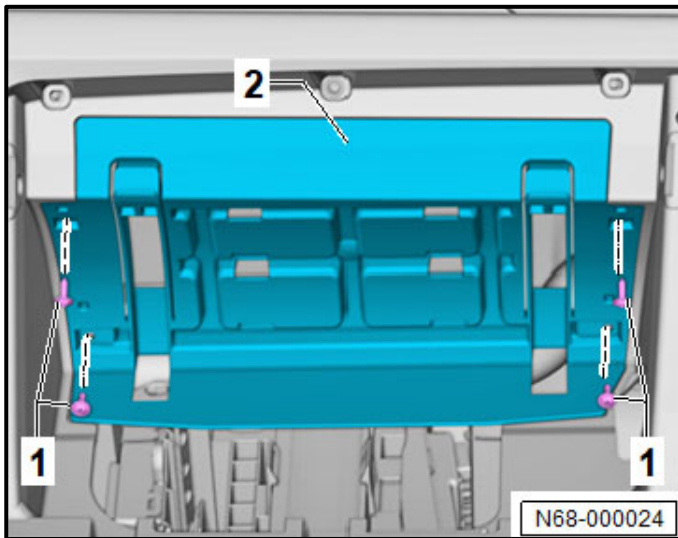
Passenger frontal airbag inflator inspection:

! NOTE

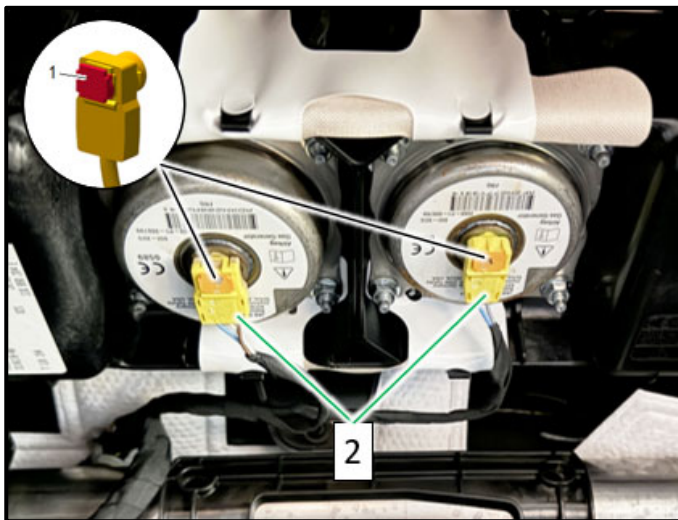
The passenger frontal airbag is not removed during the inspection step.

- Move the passenger front seat as far back as possible.
- Disconnect the 12V battery per the ELSA repair manual:
 - *Repair manual > Electrical System > Electrical Equipment (NAR) > 27 Battery, Starter, Generator, Cruise Control > Battery > Battery, Disconnecting and Connecting.*
- Remove the glove box lid <1> per the ELSA repair manual:
 - *Repair manual > Body Interior (North America) > 68 Interior Equipment > Storage Compartments and Covers > Glove Compartment Lid, Removing and Installing.*





- Remove the glove box cover <2> per the ELSA repair manual:
 - *Repair manual > Body Interior (North America) > 68 Interior Equipment > Storage Compartments and Covers > Glove Compartment Cover, Removing and Installing.*

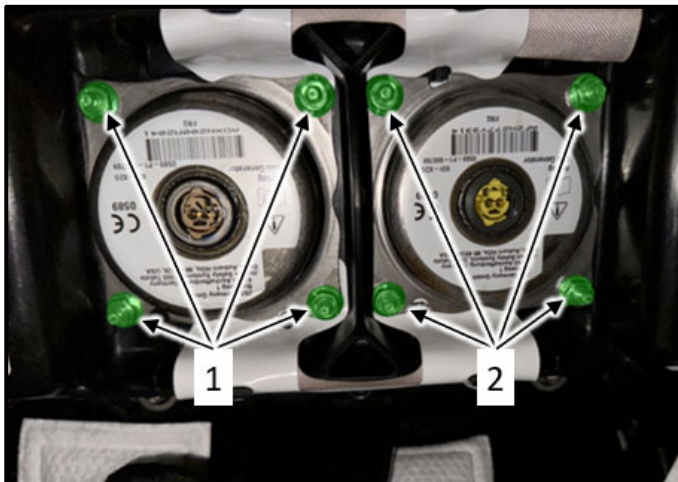


⚠ CAUTION

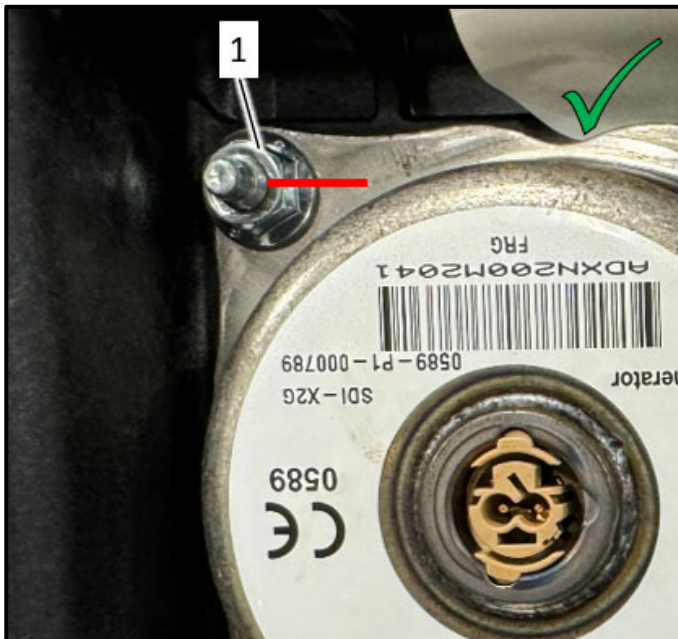
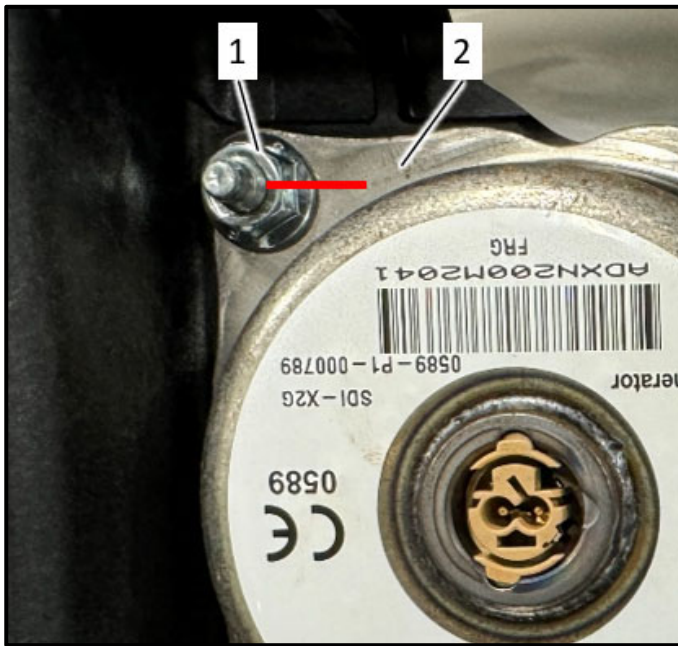
Risk of injury! Pyrotechnical components can deploy unintentionally.

Discharge static electricity: quickly touch the door striker.

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



- Locate the passenger frontal airbag inflator securing nuts <1> and <2>.



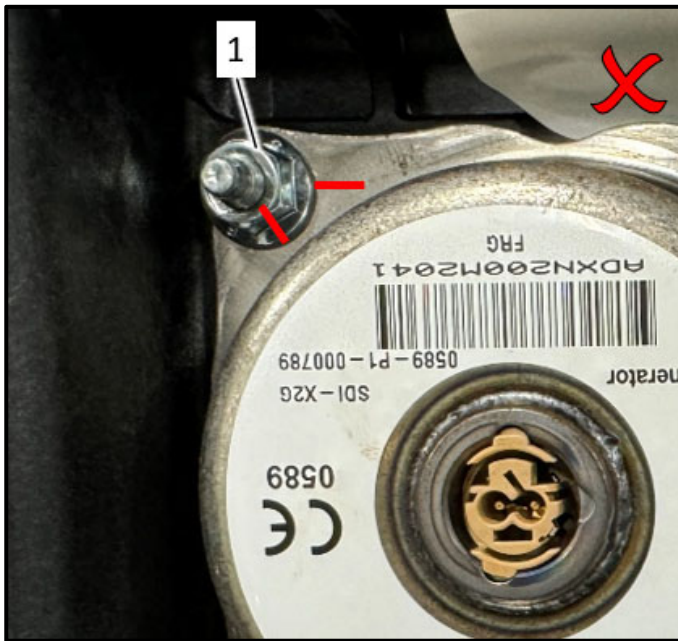
⚠ CRITICAL REPAIR STEP

STOP STOP

All inflator nuts must be checked on both inflators.

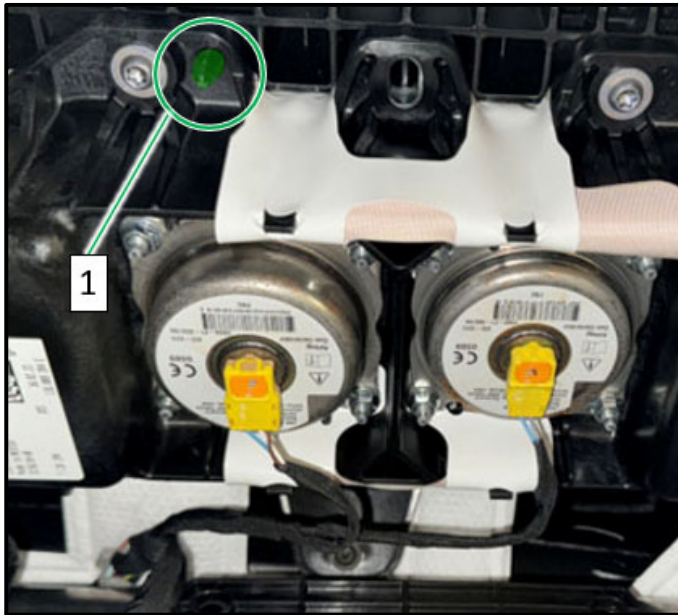
- Draw a line from the securing nut <1> to the body of the inflator <2>.
- Set a torque wrench to 5 Nm.
- Apply 5 Nm of torque to the securing nut <1> and observe if the securing nut moves.

- If the securing nut <1> does not move when 5 Nm is applied, and the line drawn is still aligned:
 - The nut is ok, move on to the next nut to be checked.
 - Repeat these steps for all the securing nuts on both airbag inflators.
- If **all** the securing nuts are ok:
 - The airbag does not require replacement.
 - **Proceed to section D**



- If **any** of the securing nuts move when 5 Nm is applied, and the line drawn is no longer aligned, OR if any securing nut is missing:
 - The passenger frontal airbag must be replaced.
 - **Proceed to section C**

Section C – Passenger Frontal Airbag Replacement (if necessary)



⚠ WARNING

There is a risk of injury if the airbag unit is triggered in error.

Keep the cushion facing upward when setting the airbag unit down.

⚠ CAUTION

Risk of injury! Pyrotechnical components can deploy unintentionally.

Discharge static electricity: quickly touch the door striker.

⚠ IMPORTANT

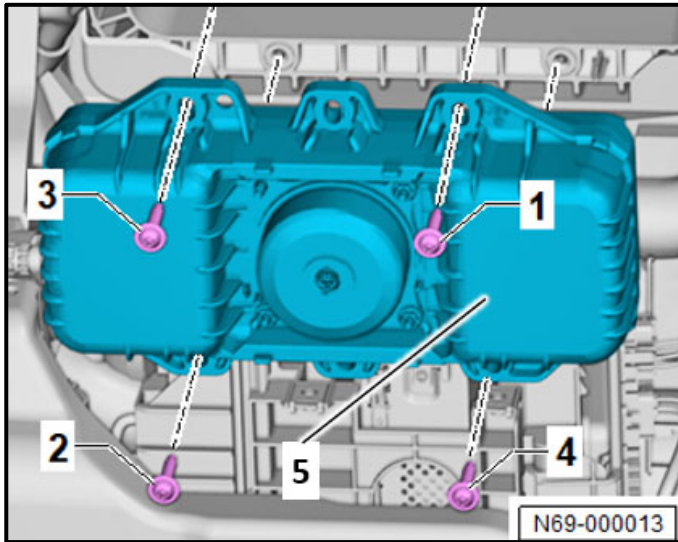
The passenger frontal airbag can only be installed in one direction. The airbag is properly installed when the keyway <1> is installed as shown.

⚠ CRITICAL REPAIR STEP

STOP STOP!

The original airbag bolts have strong thread-locking compound applied to them.

- **In cold weather, allow the vehicle to acclimate to the temperature inside the shop, or heat the vehicle interior.**
- **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.**



⚠ WARNING

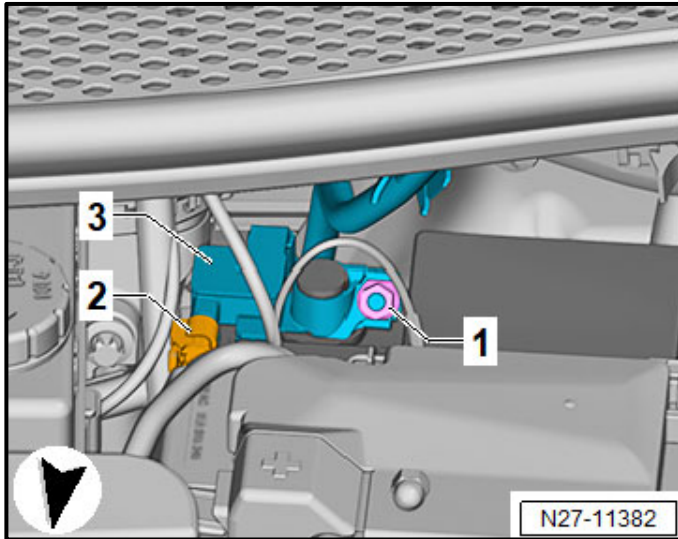
Secure the airbag unit from falling when removing the bolts.

- Replace the passenger frontal airbag assembly <5> per the ELSA repair manual:
 - *Repair manual > Body > Body Interior (North America) > 69 Passenger Protection, Airbags, Seat Belts > Front Passenger Airbag > Front Passenger Airbag Unit with Igniter, Removing and Installing.*

Part Number	Part Description
11K-880-204-E	AIRBAG
N -910-935-02	BOLT (qty 4)

Proceed to section D

Section D – Reassembly



CAUTION

Risk of injury! Pyrotechnical components can deploy unintentionally.

Keep as far away as possible from the pyrotechnic component when switching the ignition on.

- Reassemble the vehicle in reverse order of removal per the ELSA repair manual while noting the following:
 - Torque the glove box cover securing bolts to 1.5 Nm.
 - Torque the 12V battery negative connection to 5 Nm.
- Connect a 12V battery charger.
- Connect the diagnostic tester to the vehicle.
- Scan the vehicle using GFF.
- Reset any basic settings that were lost due to disconnection of the 12V battery.
- Reference any applicable TSBs that address “ghost” faults.
- Clear the fault memory.
- Send the GFF log online when exiting the ODIS session.

CRITICAL REPAIR STEP

 **STOP!** 

Perform a test drive above 20 mph/35 kph to calibrate the three-phase drive -VX54-.

When performing this road test, the vehicle will momentarily lose acceleration when the three-phase drive -VX54- calibrates. Ensure the road test is performed in a safe manner.

Proceed to Section E

Section E – 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 F

Section F - 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 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.