

# Special Parts Collection - USA

## Code: 69V8



# REVISION

<b>Subject</b>	<b>Driver &amp; Front Passenger Seat-Mounted Side Airbags</b>
<b>Release Date</b>	November 21, 2019
<b>Revision Summary</b>	<b>Updated claiming and work instructions for wiring harness repairs.</b>
<b>Affected Vehicles</b>	<b>U.S.A.: Certain 2009 MY Volkswagen Tiguan</b> <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 &amp; verification source.</i> <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>
<b>69V8 Special Parts Collection Program</b>	In coordination with the National Highway Traffic Safety Administration (NHTSA), Volkswagen is conducting a special parts collection program involving Takata driver and front passenger seat-mounted side airbags from selected 2009 MY Volkswagen Tiguan vehicles. Under this program: <ul style="list-style-type: none"><li>• 2,388 owners will be invited to participate. Owner notification will take place in October 2019 via first-class mail.</li><li>• All eligible vehicles showed the Special Parts Collection code 69V8 in ELSA on October 11, 2019.</li><li>• Only vehicles registered &amp; located within the 48-contiguous United States may participate.</li><li>• The driver and passenger seat-mounted side airbags will be replaced free of charge by an authorized Volkswagen dealer.</li><li>• Time is of the essence. Once the required number of seat-mounted side airbags are collected, the program will end and no further replacements will be made.</li><li>• Return of removed airbags is <b>mandatory</b>. Claims are subject to cancellation if removed airbags are not returned or if they are improperly returned.</li></ul>
<b>Parts Information</b>	A supply of parts dedicated to this special program was sent to all PDCs prior to owner notification.
<b>Parts Return</b>	Removed airbags must be returned to the designated inspection facility. <b>DO NOT detonate removed airbags prior to return. Airbags MUST be returned in their <u>as removed from vehicle condition</u>.</b> Requests for removed airbags will be available in the Warranty Parts Portal (WPP) once the claim has reached approved status in SAGA. Use the Warranty Parts Portal to obtain the FedEx shipping label and required hazardous material documentation.
<b>Additional Information</b>	<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>

## Claim Entry Instructions

**Due to the special circumstance of this project two claims are required.  
A claim must be entered for each criteria.**

*After this action has been completed, please enter a claim as soon as possible using the directions below.  
Attach the ELSA screen print showing this action open on the day of repair to the repair order.*

<b>Service Number</b>	69V8																																
<b>Damage Code</b>	0099																																
<b>Parts Vendor Code</b>	WWO																																
<b>Claim Type</b>	7 10																																
<b>Causal Indicator</b>	Criteria I.D. 01: Mark driver seat-mounted side airbag as causal part* Criteria I.D. 02: Mark front passenger seat-mounted side airbag as causal part*																																
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this program																																
<b>Criteria I.D.</b>	<b>01 (First Required Claim)</b>																																
	<p><b>Replace driver seat-mounted side airbag</b> Labor operation: 6958 23 99 190 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>5N0880241K</td> <td>Driver Seat Mounted Side Airbag*</td> </tr> <tr> <td>1.00</td> <td>N 90791201</td> <td>Bolt for Airbag</td> </tr> <tr> <td>Up to 4</td> <td>N 0209022</td> <td>Cable Ties</td> </tr> <tr> <td>Up to 16</td> <td>N 0152612</td> <td>Upholstery Clamp</td> </tr> </tbody> </table> <p><i>-AND (only if necessary)-</i></p> <p><b>Install new airbag connector housing with new wires</b> Labor operation: 6958 49 99 70 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>8J0972576</td> <td>Connector Housing</td> </tr> <tr> <td>1.00</td> <td>000979035EA</td> <td>Wires (gold plated)</td> </tr> <tr> <td>0.50</td> <td>000979035EC</td> <td>Wires (silver plated)</td> </tr> <tr> <td>3.00</td> <td>000979940</td> <td>Butt Connector</td> </tr> </tbody> </table>			Quantity	Part Number	Description	1.00	5N0880241K	Driver Seat Mounted Side Airbag*	1.00	N 90791201	Bolt for Airbag	Up to 4	N 0209022	Cable Ties	Up to 16	N 0152612	Upholstery Clamp	Quantity	Part Number	Description	1.00	8J0972576	Connector Housing	1.00	000979035EA	Wires (gold plated)	0.50	000979035EC	Wires (silver plated)	3.00	000979940	Butt Connector
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<b>Criteria I.D.</b>	<b>02 (Second Required Claim)</b>																																
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## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Special Parts Collection 69V8  
Driver & Front Passenger Seat-Mounted Side Impact Airbags  
Certain 2009 Model Year Volkswagen Tiguan**

Dear Volkswagen Owner,

In coordination with the United States Department of Transportation's National Highway Traffic Safety Administration (NHTSA), Volkswagen is conducting a special airbag parts collection program. Our records show that you are the owner of a vehicle that has been selected to participate in this program.

**This is not a recall but, as explained below, we are doing this as part of a safety & quality assurance initiative.**

### **SPECIAL PARTS COLLECTION PROGRAM**

- Volkswagen has pre-selected your vehicle to analyze driver and front passenger seat-mounted side airbags. Under this program, we would like to replace these airbags in your vehicle with new parts **FREE** of charge.
- The driver & front passenger seat-mounted side airbags in your vehicle are **not** recalled. Volkswagen will analyze these airbags out of an abundance of caution. This important activity is being proactively undertaken by Volkswagen in coordination with the NHTSA.
- Only vehicles registered/located within the 48-contiguous United States are eligible for this program.

### **HOW TO PARTICIPATE – WHAT YOU CAN DO**

- If you would like to have the driver and front passenger seat-mounted side airbags in your 2009 MY Volkswagen Tiguan replaced under this program, please contact an authorized Volkswagen dealer at your earliest convenience. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).
- Airbag replacement will take about four (4) hours to complete. Please keep in mind that your dealer may need additional time for the preparation of the replacement, as well as to accommodate their daily workshop schedule.

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.

Sincerely,

Volkswagen Customer Protection

***Time is of the essence.** Volkswagen has a specific number of airbags to collect under this program. Once this goal is reached, the program will end and no more replacements will be made. If you were previously notified about this program, please let this serve as a reminder that the program is ongoing.*

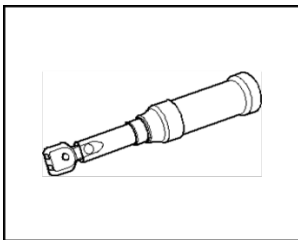
**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	5N0 880 241 K	Driver Side Airbag
02	1	5N0 880 242 L	Passenger Side Airbag
All	1 per seat	N 907 912 01	Bolt for Air Bag
All	Up to 16 per seat	N 015 261 2	Upholstery Clamp
All	Up to 9 per vehicle	N 020 90 22	Cable Tie

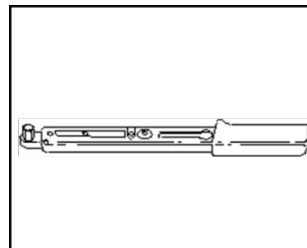
**NOTE**

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.

**Required Tools**



VAG1783 - Torque wrench  
2-10 Nm (or equivalent)



VAG1331 - Torque Wrench 5-  
50 Nm (or equivalent)



VAS6136 - Seat Repair  
Fixture



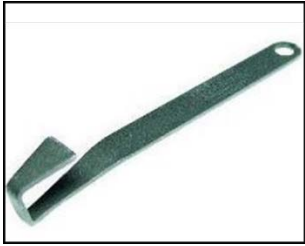
VAS6095A - Engine and  
Gearbox Bracket



VAS6281 - Airbag Lockout  
Adapter



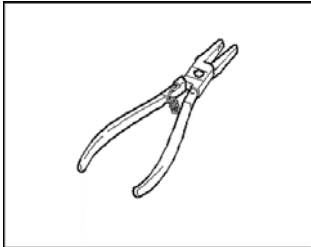
VAS6282 - Airbag Lockout  
Adapter



3399 – Assembly Tool (or equivalent)



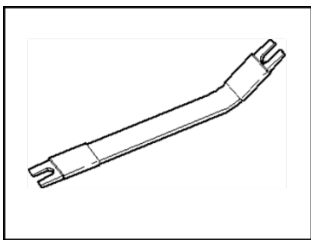
T10236-1 – Window Release Tool (or equivalent)



VAG1634 - Upholstery Clip Pliers (or equivalent)



VAS871 001 – Universal Vehicle Protector (or equivalent)



80-200 – Pry Lever



P/N 1S0 881 451 - Slide

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### **i** TIP

On the date of repair, print this screen and keep a copy with the repair order.

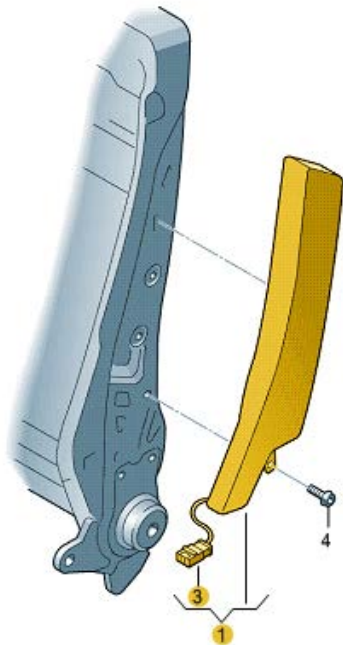
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- **All Safety Recalls MUST be completed before starting this Campaign.**

**Proceed to Section B**

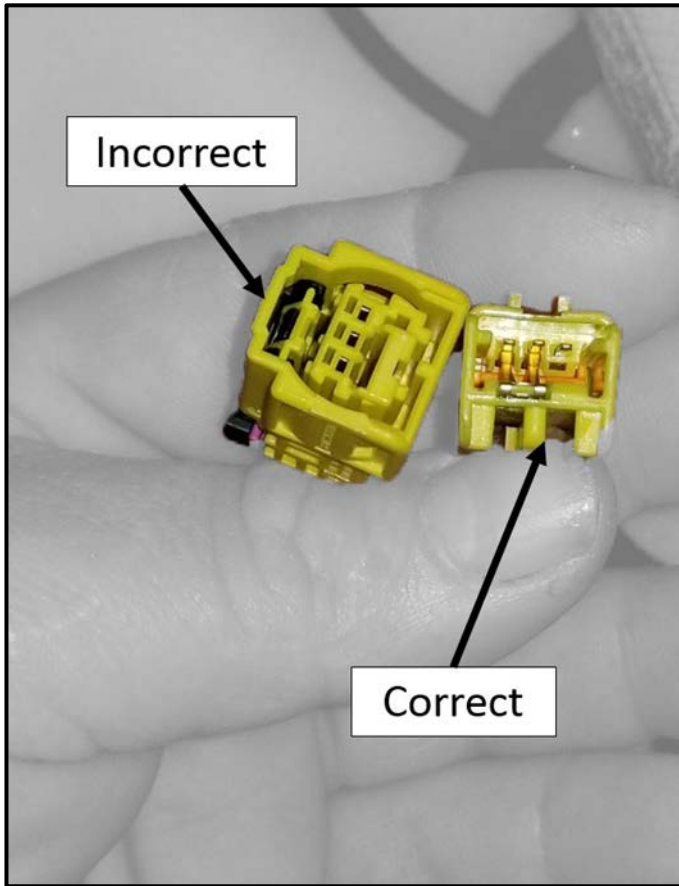
## Section B – Repair Procedure

### NOTE

- 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.
- 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.



- Replace both the driver and front passenger seat-mounted side airbag.
- See ELSA Repair Manual: *Repair manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Airbag > 69 Passenger Protection, Airbags, Seat Belts*



**NOTE**

The new side airbag may come with an incorrect connector housing and with female pins instead of male pins.

- If necessary, install new connector housing with new pins.
- Butt connectors must be staggered.
- Gold plated terminals must be replaced with gold plated terminals.
- Silver plated terminals must be replaced with silver plated terminals.
- DO NOT mix silver and gold plated terminals.
- Original harness length must be maintained.
- Ensure the wire orientation is maintained from the old to the new connector housing.
- For more information, see ELSA Repair Manual: *Repair Manual > Electrical System > Electrical Equipment General Information > 97 Wiring > Wiring Harness and Connector Repairs > Wiring Harnesses, Repairing*

Part Number	Part Description
8J0.972.576	Connector Housing
000.979.035.EA	Wires (gold plated)
000.979.035.EC	Wires (silver plated)
000.979.940	Butt Connector

**Proceed to Section C.**

## Section C – MANDATORY Parts Return Information

### IMPORTANT

DO NOT detonate the airbag prior to return. Airbags are to be returned in-tact and left in their as-removed state.

- All side airbags replaced under Action 69V8 must be returned to the designated inspection facility. Requests for all side airbags will be available in the Warranty Parts Portal (WPP) once the claim has reached Approved status in SAGA.
- Side airbags not returned or improperly returned are subject to claim cancellation.
- Action – 69V8 claims will be cancelled in SAGA in the event the side airbags requested for return through the WPP are not received or in-transit with FedEx by the request expiration date.
- Use the Warranty Parts Portal to obtain the FedEx shipping label and required hazardous material documentation.