



Volkswagen

# Warranty Information

**Policies and Procedures Bulletin**

**Number: VWP-19-07**

**Subject: Airbag Control Module Limited Warranty Extension**

**Date: Nov. 14, 2019**

**Questions** - For any questions regarding this bulletin, please contact the Warranty Helpline at 1-866-306-8447 or [warranty.helpline@vw.com](mailto:warranty.helpline@vw.com).

This document modifies the Volkswagen Warranty Policies and Procedures Manual.

## Airbag Control Module Limited Warranty Extension

For vehicles applicable to the 69Z5 campaign, Volkswagen is extending warranty coverage for the Airbag Control Module in certain 2015-2016 model year Tiguan and CC vehicles for a time period of 10 years, unlimited mileage from the vehicle's original in-service date.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

This warranty extension is fully transferrable to subsequent owners.

### What is the Problem

A faulty capacitor in the airbag control module can cause the airbags in the vehicle to deactivate, or lead to an unexpected deployment of the airbags and/or safety belt pre-tensioners. An inadvertent airbag deployment may increase the risk of an injury due to the deployment or increase the risk of a crash without warning. A deactivated airbag in case of a crash may increase the risk of an injury in a crash where an airbag deployment would have been necessary.

After the new software is installed under the 69Z5 recall, the system may detect an internal fault that will require replacement of the airbag control module. Because of this, Volkswagen is also providing extended warranty coverage for the airbag control module if the specific fault code *VAG00003: Control Module Faulty, Static*, related to the faulty capacitor the 69Z5 recall addresses is present at the time of diagnosis.

### What is Covered

Should the faulty capacitor issue be present and the vehicle is within the time limit of the extended warranty, an authorized Volkswagen dealer will replace the airbag control module at no cost to the owner.

Other conditions (unrelated to the 69Z5 recall issue) may cause the airbag system warning light in a vehicle to illuminate. Customers should be prepared to cover diagnosis and repair costs associated with these other, unrelated conditions.

### Vehicle Eligibility

Once the 69Z5 recall has been performed, the "Warranty" section of the "Vehicle Data" screen in Elsa will show a USZ Warranty Key indicating the recall has been performed and the vehicle is applicable to this warranty extension.

Once the Warranty Key is in place, this coverage can also be determined under the "Enhanced Warranty" section of the "Vehicle Data" screen in Elsa where the warranty parameters will be populated.



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This Warranty Extension is applicable for vehicles with a totaled status as long as the previous damage is not the cause of the current failure.

## SAGA Claim Coding

Dealers must use the following claim type and service number when submitting warranty claims for the Airbag Control Module Limited Warranty Extension.

- ▶ Claim Type: 110
- ▶ Service Number: 6953
- ▶ Damage Code: 0055
- ▶ Damage Location: None
- ▶ Vendor Code: Identified on the Airbag Control Module

Document Revision Table	
Publish Date	Reason For Update
11/14/2019	Original Publication