



00-18-09 - Additional Safety Related Inquiry and Reporting

Release date: 10/26/2021

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All (except Routan)	1999-2022	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2053065/3	10/26/21	00-18-09	Additional replacement parts instruction and update model year applicability.
2053065/2	11/26/18	V001809	To include model table and correct publication instance number.
2053065/1	11/21/18	V001808	Original publication.

There is a reporting obligation in the following cases:

- Airbag/safety belt deployed, not deployed.
- General accident.
- Fire and Overheat damage

Note:

All Volkswagen vehicles are required to follow these additional reporting requirements.

This Technical Bulletin is not covered under Warranty.



00-18-09 - Additional Safety Related Inquiry and Reporting

Release date: 10/26/2021

Technical Background

As the importer Volkswagen of America is obliged to monitor the vehicles and parts in the market so that safety risks can be discovered at an early stage.

Report the following accidents/incidents:

- Accidents with personal injury or property damage and the customer or owner wants to raise claims against the manufacture.
- Accident damage for which the customer/owner does not want to raise claims, but threatens to get in touch with the media. The report enables the company to investigate the incident and to prepare for a publication.
- Accidents and “near miss accidents” where you as a workshop personnel feel there might be a fault in the system.
- Non-typical defects on vehicles leading to increased safety risk in flowing traffic, stationary traffic, or in accidents.
- Vehicle fire damage with either open flames, smoldering or overheating. Do not make a pre-analysis so that the experts of the manufacture can conduct an unbiased analysis.
- Every form of airbag/seat tensioner deployed/not deployed, which the customer regards as faulty or for which compensation is claimed (by the customer).

**Tip:**

This information MUST be reported before the repair!

Production Solution

Not applicable.

Service

**Note:**

Report **all** allegations/ incidents through the Volkswagen Technical Assistance (VTA) system. Select “Safety Related Repair” as the Concern Type. Once a phone VTA ticket is created, please call the Volkswagen Technician’s Helpline at 1-800-678-2389. No WEB tickets please.

Apart from the description of the customer allegation/incident and the information on demands against the manufacturer, please send us your first damage assessment. For the inquiry, use the online functions for attachments and diagnosis protocols for a precise description of the complaint.

The case may require further investigation by other departments prior to receiving repair direction.

When documenting the damage include photos of the overall view of the damage (vehicle from all sides and close—ups of the damage or failed component) with front airbag deployment photos of cross member and side member (Figure 1).



Tip:

Include all photos and extra documentation with the repair order.



Figure 1: Attach pictures of the area, at several zoom levels, when applicable.

Data Protection:

The display of people/persons and personal data, for example license plate, vehicle identification, billing data, are to be prevented in issuing of pictures/photographs and videos.

It is very important to have a detailed description.

Parts Handling:

So that the damage can be established precisely as part of the product observation obligation, every case is investigated individually by a team. As a result, damaged parts are needed for laboratory tests. These parts are handled separately.

Retain all removed parts together as a package and by no means should an individual part be separated. The parts will be requested through normal part procurement methods. A shipping request will be made through the Warranty Parts Portal (WPP) on approved cases. The request may be made before a claim is filed as immediate analysis is required in these instances.

Replacement Part numbers and Part description must be entered in the appropriate field within the Technician Questionnaire prior to closing the VTA ticket (Figure 2).



00-18-09 - Additional Safety Related Inquiry and Reporting

Release date: 10/26/2021

Technician Questionnaire

Is the Service Manager/Shop Foreman aware a call to the Helpline is necessary? Yes No

Have you utilized ELSA Web: Repair Manual, Technical Solutions, Service Actions Yes No

What is the Repair Order number?

Has the Customer Concern been duplicated? Yes No

Have you utilized Guided Fault Finding? Yes No

How many warranty hours have been clocked on this repair before creating ticket?

Is this vehicle a tow-in? Yes No

How many days has the vehicle been down?

Is this a repeat repair? Yes No

How many times has the vehicle been in for this concern?

Repair Order Date: (MM/DD/YY)

Is the vehicle a PDI? Yes No

Is Vehicle Dealer owned: (new car, used car, demo, etc.) Yes No

Technician Phone number (just #'s, no spaces)

Sales Doc/ Part #

Parts Replaced

Is the vehicle modified or tuned? Yes No

If so, how is it modified?

Figure 2

Warranty

Information only.

Required Parts and Tools

No Special Parts required.

No Special Tools required.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.