



69-19-01 - Airbag / Pyrotechnic Safety Belt Deployment Inquiries (U.S. Only) Release date: 11/8/2021

Condition

Table with 6 columns: Model(s), Year, Eng. Code, Trans. Code, VIN Range From, VIN Range To. Row 1: All, 1990-2022, All, All, All, All.

Table with 4 columns: Instance Number, Published Date, Version Number, Reason For Update. Rows include dates like 11/8/19 and 1/22/19.



Note:

Important Information to all Dealership personnel:

Please promptly report any incident of uncommon or exceptional airbag / pyrotechnic safety belt deployment to:

Larry West
Volkswagen Group of America, Inc.
2200 Ferdinand Porsche Drive, Herndon, VA 20171
(201) 227-7919 Office
Larry.west2@vw.com

Technical Background

Information only.

Production Solution

No production change required.



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## Service

Please have the following information available before placing a call:

- Customer description of the incident
- Repair order containing:
  - Dealer information
  - VIN
  - Mileage
  - Customer Information (Name, Address, Phone Number)
- Current location of the car including a phone number, stock or location number, and person in charge
- Digital photographs of any vehicle damage including the following areas:
  - Chassis
  - Suspension
  - Wheels
  - Tires
  - Body
- 6150/X & 6160/X and ODIS Service with current online updates scan of airbag and engine control units stored in electronic format. VIN & Customer name are to be included. Do not clear any fault data

If an accident had occurred:

- Digital photographs of the accident scene
- Police reports



**Tip:**

Based on the above information, we may want to inspect this vehicle.

- Please advise owners who request information about airbag or safety belt systems to call Customer Care Center at 1 (800) 822-8987



**Note:**

We also recommend that you never deliver to the customer a vehicle with a deployed airbag or pyrotechnic safety belt.



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## 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.