



69-19-01 - Airbag / Pyrotechnic Safety Belt Deployment Inquiries (U.S. Only)

Release date: 2/2/2023

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	1990-2024	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2010479/15	2/2/23	69-19-01	Update to model year applicability.
2010479/14	11/8/21	69-19-01	Update to model year applicability.
2010479/13	1/22/19	V691901	Update contact information.
2010479/1	2/7/05	V690503	Original publication.



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 Woodland Pointe Avenue, Herndon, VA 20171
(201) 227-7919 Office
Larry.west2@vw.com

Technical Background

Information only.

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Production Solution

No production change required.

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 an airbag warning lamp illuminated, deployed airbag or deployed 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.