



# Service Action

## Code: 69MJ

**Subject** Airbag Control Module

**Document History**

| Date     | Summary              |
|----------|----------------------|
| 7/8/2025 | Original publication |

**Affected Vehicles**

| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count |
|---------|----------------------|-------------------|---------|---------------|
| USA     | 2024                 | 2024              | JETTA   | 910           |
| USA     | 2024                 | 2024              | TAOS    | 1,745         |
| USA     | 2024                 | 2024              | TIGUAN  | 341           |
| CAN     | 2024                 | 2024              | JETTA   | 118           |
| CAN     | 2024                 | 2024              | TAOS    | 143           |
| CAN     | 2024                 | 2024              | TIGUAN  | 30            |

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 only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ 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.

**About this Service Action**

An incorrect EPROM component with lower bytes memory density may have been installed in some airbag control modules. This could cause the airbag indicator light on the instrument panel to come on. To address this issue, dealers will replace the airbag control module in the affected vehicles.

**Code Visibility**

On or about July 8, 2025, the campaign code will be applied to affected vehicles.

**Owner Notification**

Owner notification will take place in July 2025. Owner letter examples are included in this bulletin for your reference.

**Campaign Expiration Date**

This campaign expires on **July 8, 2030**. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this work performed after the expiration date, your normal parts and labor cost associated with this work will apply.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwclub.com](http://www.vwclub.com).

## Parts Information

| Criteria | Quantity | Part Number    | P.O.C. Part Description | Ordering Method   |
|----------|----------|----------------|-------------------------|---|
| 01       | 1        | 5Q0-959-655-CB | MODULE                  | Reference POC comments individually by part number, or in the POC Campaign List |

**Initial Allocation: NO**

There will be no parts allocation.

### NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command.

Click on "View Campaign List" and review the Estimated Remaining Repairs column.

### NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

|                            |   |                                    |  |
|----------------------------|---|------------------------------------|--|
| <b>Service Number</b>      | 69MJ  |                                    |  |
| <b>Damage Code</b>         | 0099  |                                    |  |
| <b>Parts Vendor Code</b>   | WVO   |                                    |  |
| <b>Claim Type</b>          | Sold vehicle: 7 10<br>Unsold vehicle: 7 90  |                                    |  |
| <b>Causal Indicator</b>    | Mark MODULE* as causal part   |                                    |  |
| <b>Vehicle Wash/Loaner</b> | Do not claim wash/loaner under this action.<br><br>Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details. |                                    |  |
| <b>Criteria I.D.</b>       | 01  |                                    |  |
|                            | <b>LABOR</b>  |                                    |  |
|                            | <b>Labor Op</b>   | <b>Time Units</b>                  | <b>Description</b>                     |
|                            | 6953 19 00  | SEE ELSA                           | Airbag control module remove+reinstall |
|                            | 6953 55 50  | SEE ELSA                           | Airbag control module replace          |
|                            | 2706 89 50  | SEE ELSA                           | Connect battery charger                |
|                            | 0150 00 60  | Time stated on diagnostic protocol | GFF/Guided Functions                   |
|                            | <b>PARTS</b>  |                                    |  |
|                            | <b>Quantity</b>   | <b>Part Number</b>                 | <b>Description</b>                     |
|                            | 1.00  | 5Q0959655CB                        | MODULE*                                |

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 69MJ – Airbag Control Module**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **About this Service Action:**

An incorrect EPROM component with lower bytes memory density may have been installed in some airbag control modules. This could cause the airbag indicator light on the instrument panel to come on. To address this issue, dealers will replace the airbag control module in the affected vehicles. This work will take about two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

### **What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

### **Additional Information**

- This service action will be available for you free of charge **only until July 8, 2030**. If you wish to have this work performed after that date, your dealer's normal costs associated with this repair will apply.
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or 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.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 69MJ – Airbag Control Module**

Dear Volkswagen Owner,

As part of Volkswagen's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2024 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **About this Service Action:**

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### **What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this work.

### **Additional Information**

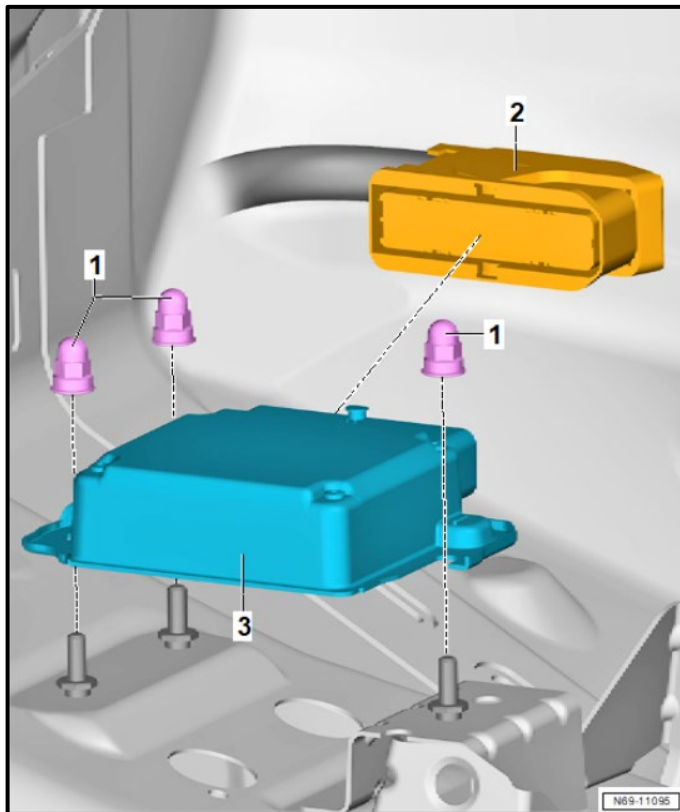
- This service action will be available for you free of charge **only until July 8, 2030**. If you wish to have this work performed after that date, your dealer's normal costs associated with this repair will apply.
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Volkswagen Customer Protection

## Repair Overview



- Replace airbag control module.

### NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- 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.

## Repair Instruction


### Section A - Check for Previous Repair

#### TIP

If Campaign Completion label is present, no further work is required.

| Applicable criteria ID(s)  | Campaign/Action Status   |
|--|--|
| 01  | Open  |

**EXAMPLE**

| Campaign/Action  | Start      | Designation  |
|--|------------|--------------|
|  | 2015-11-10 | W-SERV_ACT - |
|  | 2018-12-13 | RECALL -     |
|  | 2017-05-16 | A-RECALL -   |

**EXAMPLE**

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

#### 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.

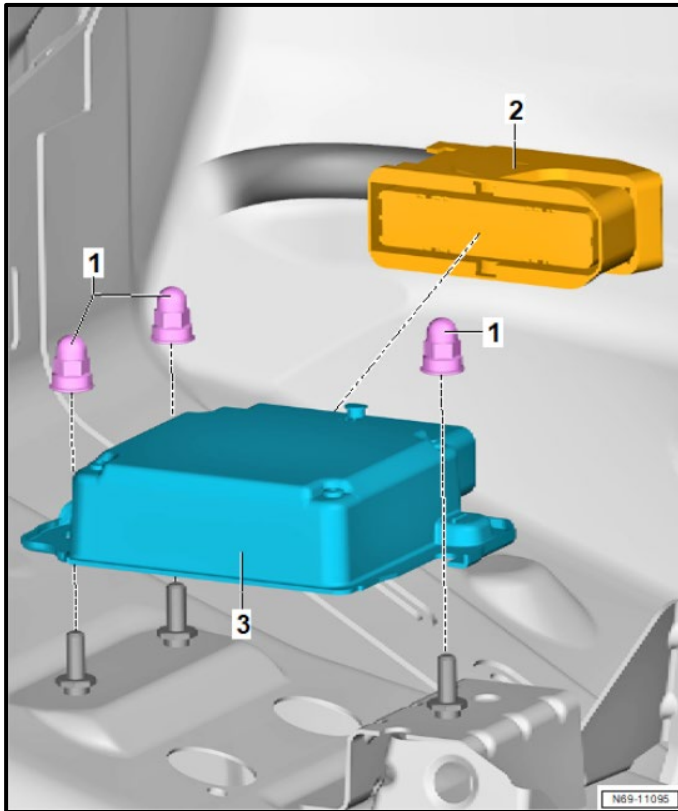
#### **CRITICAL REPAIR STEP**



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

**Proceed to Section B**

## Section B – Repair Procedure



- Replace airbag control module:
  - See ELSA Repair Manual: *Repair manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Airbag Control Module > Airbag Control Module J234 , Removing and Installing*
- Ensure the “0015 - Replace Airbag Control Module – J234” ODIS test plan is carried out, as stated in the repair manual instructions.

**Proceed to Section C**

## Section C – Campaign Completion Label

### Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



#### TIP

Ensure Campaign Completion Label does not cover any existing label(s).

### Proceed to Section D

## Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.