



Service Action Code: 06iB

Subject Owner's Manual Supplement - Adjusting Second Row Seats

Document History

Date	Summary
11/05/2025	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	ID. BUZZ	7,369
CAN	2025	2025	ID. BUZZ	794

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

Volkswagen is providing an owner manual supplement for adjusting the second row seats.

- Inserts will be mailed directly to owners of retail sold units.
- Dealers with inventory vehicles should print a copy of the supplement to place with the vehicle owner's manual prior to retail sale/delivery.

Code Visibility

On or about November 5, 2025, the campaign code will be applied to affected vehicles.

Owner Notification

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

Campaign Expiration Date

This campaign expires on **December 31, 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.

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.

Service Number	06iB (number zero, not letter O)		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action. 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.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	0132 00 99	10	Print and place owner manual supplement into glove compartment

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 06iB - Owner's Manual Supplement - Adjusting Second Row Seats

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 2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

Volkswagen is providing the enclosed owner manual supplement for adjusting the second row seats. Please review this information and keep it with your vehicle owner's manual for future reference.

Additional Information

- 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 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 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 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

Enclosure

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 06iB - Owner's Manual Supplement - Adjusting Second Row Seats

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 2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

Volkswagen is providing the enclosed owner manual supplement (English & French) for adjusting the second row seats. Please review this information and keep it with your vehicle owner's manual for future reference.

Additional Information

- 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 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.

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



Enclosures

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


 **STOP!** 

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





Technical modification
ID. Buzz editions 2024/06, 2024/11 and
2025/02

This supplement describes changes and additions which were made after printing of the ID. Buzz Owner's Manual. The section entitled "Adjusting Second-Row Seats" replaces the corresponding section in editions 2024/08, 2024/11 and 2025/02.

Please refer to the other parts of the Owner's Manual for all other instructions, descriptions and specifications for operating and handling your vehicle, as well as information you should be aware of for your own safety and for the safety of your passengers.

- U.S.A.: Print out the English owner's manual supplement found on one of the ELSA attachment tabs or in Service References in Elsa2Go.
- CANADA: Print out the English and French owner's manual supplements found on one of the ELSA attachment tabs or in Service References in Elsa2Go.
- When printing, select "Size" for page sizing.
- Place the printed owner's manual supplement in the vehicle glove compartment.

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).