



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	1990-2017	All	All	All	All

Condition

69 16 01 October 31, 2016 **2010479** Supersedes T. B. V691303 dated August 13, 2013 to update model year applicability.

Airbag / Pyrotechnic Safety Belt Deployment Inquiries (U.S. Only)



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.

2 Executive Drive Suite 440, Fort Lee, NJ 07024

(201) 227-7919 Office

(201) 894-5498 Fax

Technical Background

Information only.

Production Solution

No production change required.



Technical Bulletin

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
- 5051/5052 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.



Technical Bulletin

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.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2010479/11	10/31/16	V691601	Update model year applicability.
2010479/1	2/7/05	V690503	Original publication.