



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

Release date: 1/9/2024

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	1990-2025	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2010479/16	1/9/24	69-19-01	Update to contact information.
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.

NOTICE

Important Information to all Dealership personnel:

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

Peter Green

Volkswagen Group of America, Inc.

1950 Opportunity Way, Suite 1500, Reston, VA.

(703) 636-3686 Office

Peter.Green@vw.com

Technical Background

Information only.



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

Release date: 1/9/2024

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



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.



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

Release date: 1/9/2024

 NOTICE

We highly recommend that you never deliver to the customer a vehicle with: (i) a deployed airbag, (ii) a deployed pyrotechnic safety belt, or (iii) an illuminated airbag malfunction indicator light.

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.