

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. **If you have questions regarding this or any other campaign, please call (800) 741-2919.**



Service Action Circular

Code: **M9**

Subject: 2004-2005 MY Touareg Inspect Driver's and Passenger's Side Impact Airbag Connectors and Install Wiring Harness Kit(s), if Necessary

December 2006

Problem Description

Over time, resistance variance within a side impact airbag connector can cause the airbag warning light on the instrument panel to come on and stay on, even though the side impact airbag system is functioning normally.

Corrective Action

Inspect the driver's and passenger's side impact airbag connectors and, if necessary, replace one or both side impact airbag connectors with a wiring harness kit.

VIN Ranges of Affected Vehicles

2004- 2005 Touareg (U.S.A.)

WVG__7L_4_000263 - WVG__7L_5_041133

2004 Touareg (Canada)

WVG__7L_4_000908 - WVG__7L_4_076275

NOTE: Check ELSAWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles will receive a report containing the complete VIN with customer name and address data. Dealers will not receive a report if they have no affected vehicles.

NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you must limit the use of this report.

Parts Information and Allocation

On or about December 15, 2006 you will receive approximately 25% initial allocation of parts. Do not order additional parts until you receive your initial allocation. Thereafter, additional parts can be ordered through your facing PDC.

Owner Notification Mailing

On or about December 15, 2006, Volkswagen will send a letter to all known owners of affected vehicles.

A sample copy of this letter is enclosed.

Service Action Expiration Date

This action is effective until December 31, 2007. Dealers should keep this expiration date in mind and schedule vehicle repairs accordingly. Claims with a repair date after December 31, 2007 will not be eligible for payment under this action.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the correct code listed below. Claims will only be paid for vehicles that show this campaign open in ELSAWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

| Damage Code | Time Units | Work Scope |
|--------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| M9 11 | 70 T.U. | - Check driver's and passenger's side impact airbag connectors 2 N 910 192 01 Bolt 4 N 909 650 01 Bolt |
| M9 12 | 135 T.U. | - Check driver's and passenger's side impact airbag connectors; install driver's side wiring harness 1 7L6 998 582 Wiring harness repair kit 2 N 910 192 01 Bolt 4 N 909 650 01 Bolt 1 N 020 904 8 Tie wrap |
| M9 13 | 135 T.U. | - Check driver's and passenger's side impact airbag connectors; install passenger's side wiring harness 1 7L6 998 582 Wiring harness repair kit 2 N 910 192 01 Bolt 4 N 909 650 01 Bolt 1 N 020 904 8 Tie wrap |
| M9 14 | 175 T.U. | - Check driver's and passenger's side impact airbag connectors; install driver's and passenger's side wiring harness 2 7L6 998 582 Wiring harness repair kit 2 N 910 192 01 Bolt 4 N 909 650 01 Bolt 2 N 020 904 8 Tie wrap |
| M9 20 | 0 T.U. | - Customer refused repairs |

See *Loaner Eligibility* on following page

There is **NO** reimbursement for Vehicle Wash

The system will enter labor & parts applicable to the codes above

Loaner Eligibility

SUB LABOR

One-day Loaner @ \$30/day (USA)

One-day Loaner @ \$35/day (CAD)

Vehicle is eligible for loaner only if:

- customer requests loaner and
- repair exceeds two (2) hours and

If campaigns N5, N6, Q1, Q2, Q3, Q4, Q5 and/or Q6 are performed simultaneously with this M9 campaign, a loaner vehicle can only be claimed on ONE campaign. Multiple claims for a loaner vehicle will be debited.

Customer Letter Example (United States & Canada)

December 2006

Dear Volkswagen Owner:

We'd like to share with you news of some special product updates and enhancements that are now available for your Volkswagen Touareg – all at no charge to you! These updates are intended to improve vehicle drivability, bring your vehicle up-to-date with the most current software, and replace certain components with updated ones.

Also, we will inspect and, if necessary, replace one or both side impact airbag connectors with a wiring harness kit. This will help prevent the airbag warning light on the instrument panel from coming on and staying on, even though the airbag system is functioning normally. As a precaution, if the airbag warning light comes on and stays on, contact your authorized Volkswagen dealer for a service appointment without delay.

We invite you to contact your authorized Volkswagen dealer and arrange for an appointment at your earliest convenience, since this offer is available only until December 31, 2007. Because each Touareg is unique, and because some vehicles may have already been updated during a previous service visit, your authorized Volkswagen dealer will evaluate your vehicle and determine which of the available updates applies.

Most affected vehicles can be updated within two hours. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate the daily workshop schedule. If the time to perform these updates exceeds two hours, we will be happy to provide you with one night of alternate transportation.

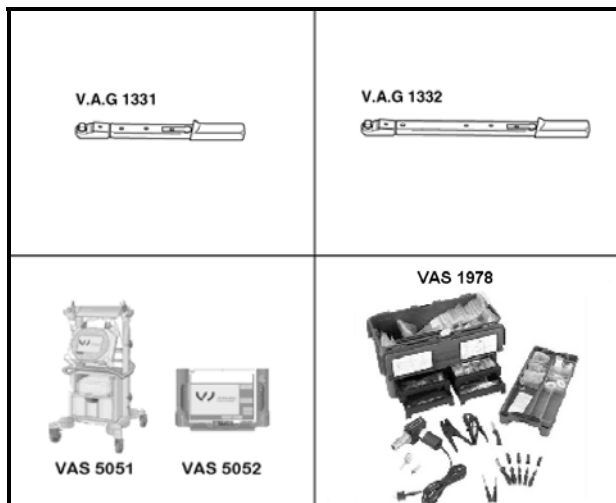
We wish you many safe and happy miles with your Volkswagen Touareg. Thank you for driving a Volkswagen!

Volkswagen Service & Quality

Parts

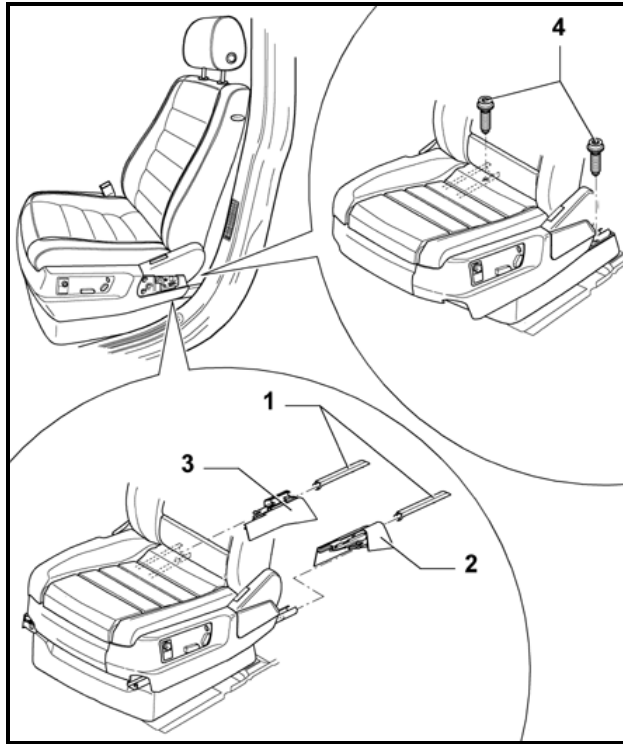
| <u>Quantity</u> | <u>Part Number</u> | <u>Part Name</u> |
|-----------------|--------------------|---------------------------|
| 2 | 7L6 998 582 | Wiring harness repair kit |
| 2 | N 910 192 01 | Bolt |
| 4 | N 909 650 01 | Bolt |
| 2 | N 020 904 8 | Tie wrap |

Special Tools:



- ⇐ V.A.G 1331 Torque wrench or equivalent
- ⇐ V.A.G 1332 Torque wrench or equivalent
- ⇐ VAS 5051A/B or VAS 5052 Diagnostic tester
- ⇐ VAS 1978 Wiring Harness repair kit
- VAS 5232/1 Adaptor

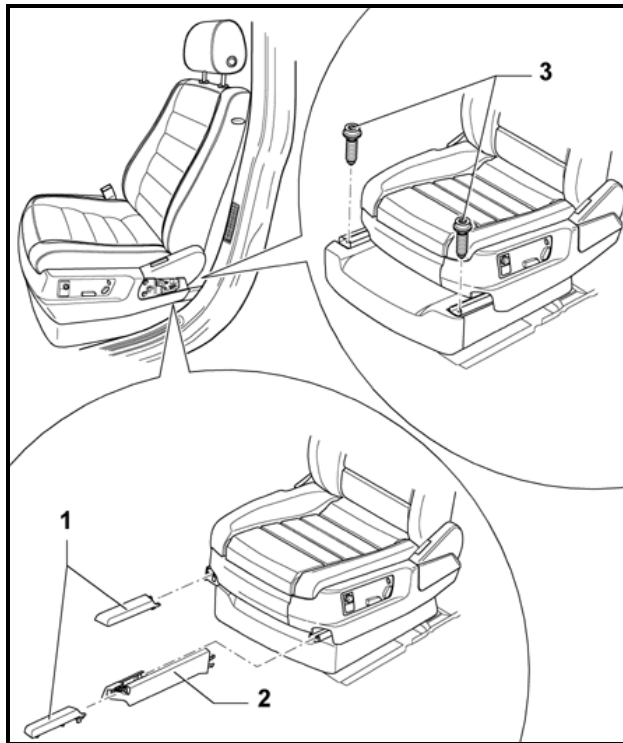
Work Sequence



Section A – Passenger Seat Removal

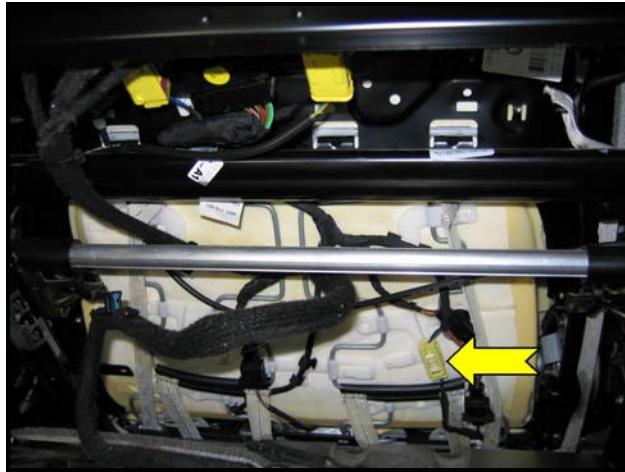
- Move front passenger seat fully forward and upward
- ⇐ Use a small screwdriver and pry rear spindle covers -1- out of mounts (comfort seat only)
- ⇐ Remove covers -2- and -3- from rear of seat rails
- Remove bolts -4- from rear of seat rails

! Note: If the inner parts of seat rail covers remain stuck on rails during removal, remove inner parts from rails and reinstall on covers before cover reinstallation



- Move front passenger seat fully rearward and downward
- ⇐ Use a small screwdriver and pry front spindle covers -1- out of mounts (comfort seat only)
- ⇐ Remove covers -2- from front of seat rails (comfort seats only)
- ⇐ Remove bolts -3- from front of seat rails
- Tilt seat assembly rearward to access airbag connector under seat

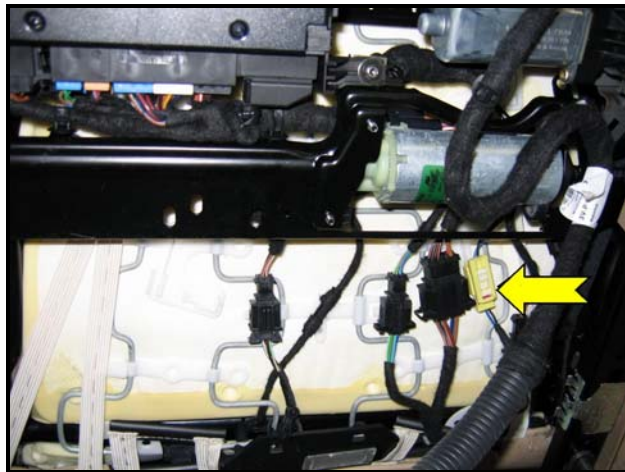
i Tip: Airbag connector is yellow in color and clipped onto bracket attached to underside of left rear section of seat. Seat should be repositioned for best accessibility to airbag connector



⇐ Illustration (as viewed from the footwell area) shows position of yellow connector -arrow- on vehicle with standard seat

! WARNING!
Do not disconnect or work with electrical wiring until battery is disconnected

Observe all safety precautions when working with airbags

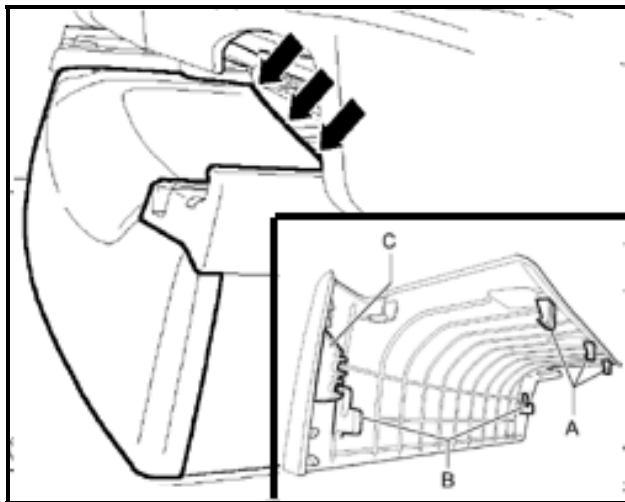


⇐ Illustration (as viewed from the footwell area) shows position of yellow connector -arrow- on vehicle with comfort seat

- If connector for either style seat has been previously removed and only a wiring repair is visible, no further work is required on passenger's seat; **go to Section B** (passenger seat reassembly occurs later in this work procedure)

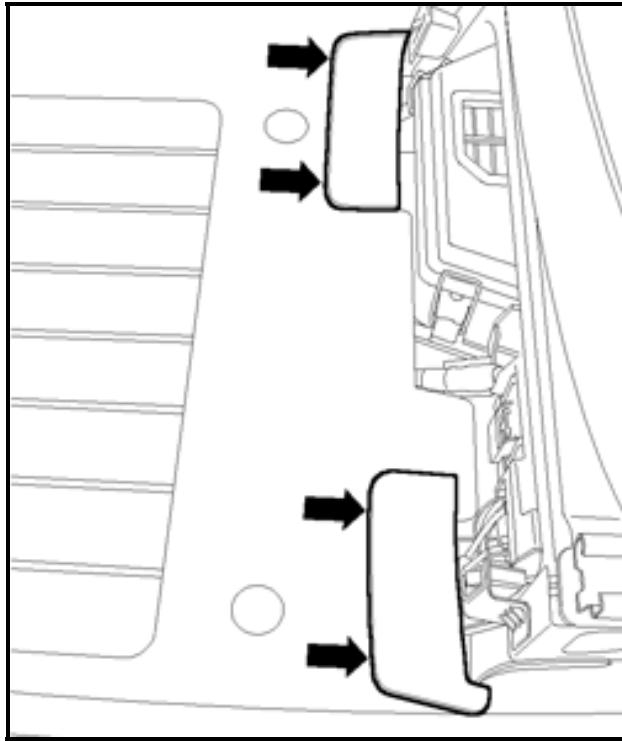
Section B – Driver's Seat Removal

- Move driver's seat fully rearward and upward
- ⇐ Unclip front trim panel along the top -arrows- and bottom and remove

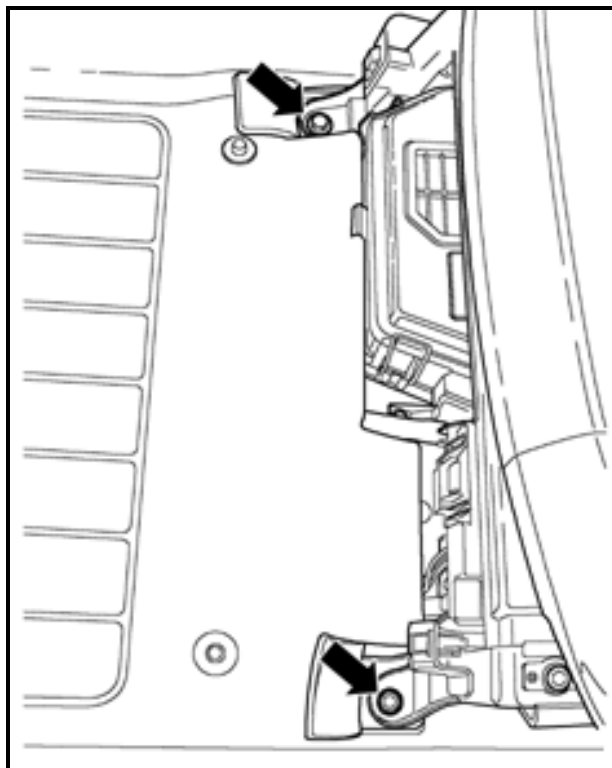


i Tip: Release locking tabs -A- by pressing downward and rearward -arrows- on rear edge of trim panel. Release locking tabs -B- and -C- by pushing trim panel down and pulling forward

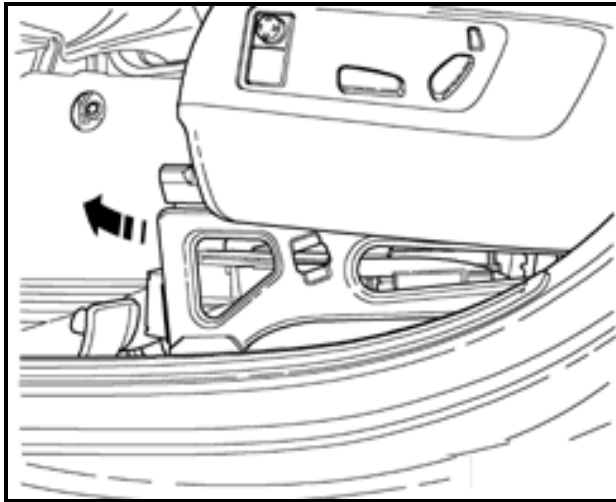
- Move driver's seat fully forward
- Use a small screwdriver and pry rear spindle covers out of mounts (comfort seat only)
- Remove seat rail covers from rear of seat rails



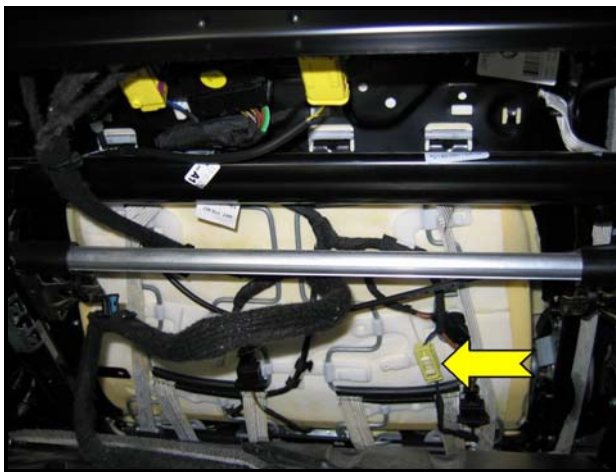
- Move driver's seat fully rearward
- Release clips and remove floor mat
- ⇐ Remove plastic covers -arrows- from clips located on floor in front of driver's seat



- ⇐ Remove bolts -arrows-

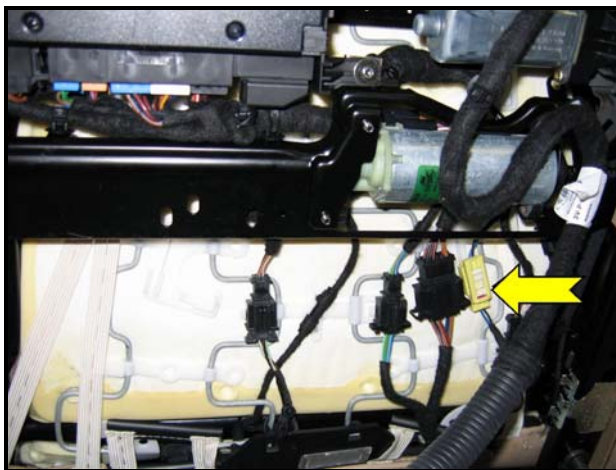


- ⇐ Tilt seat frame and seat rearward -arrow-
- Adjust seat position on seat riser for best connector visibility and access



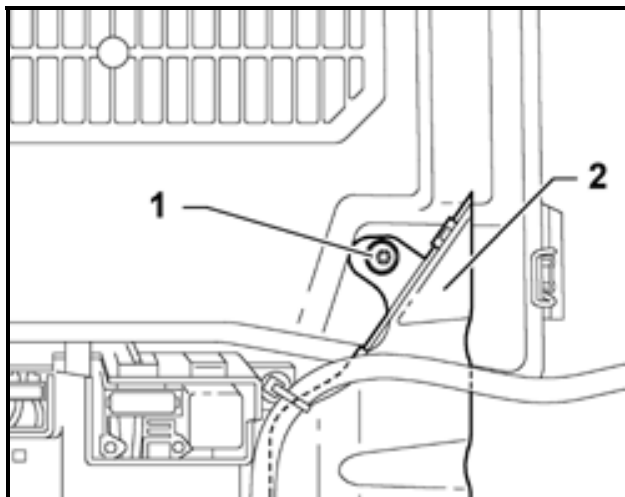
- ⇐ Illustration (as viewed from the footwell area) shows position of yellow connector -arrow- on vehicle having a standard seat

| | |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>WARNING! Do not disconnect or work with electrical wiring until battery is disconnected</p> <p>Observe all safety precautions when working with airbags</p> |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

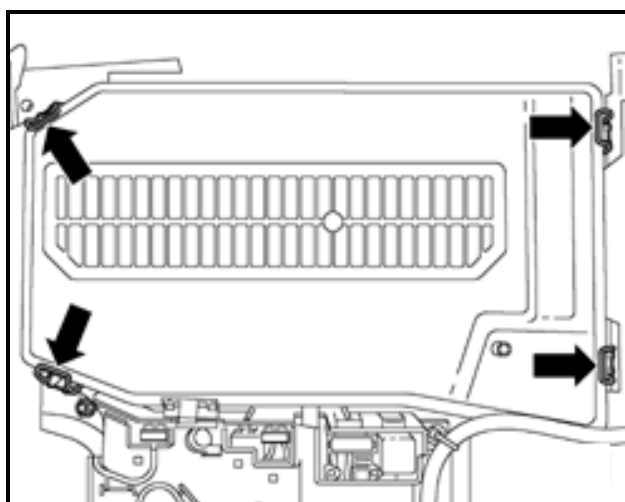


- ⇐ Illustration (as viewed from the footwell area) shows position of yellow connector -arrow- on vehicle having a comfort seat
- If connector for either style seat has been previously removed and only a wiring repair is visible, no further work is required on driver's seat; **go to Section E**. Otherwise, **go to Section C**
- If connector needs to be removed from either passenger's and/or driver's seat, continue to next step, **otherwise, go to Section E**

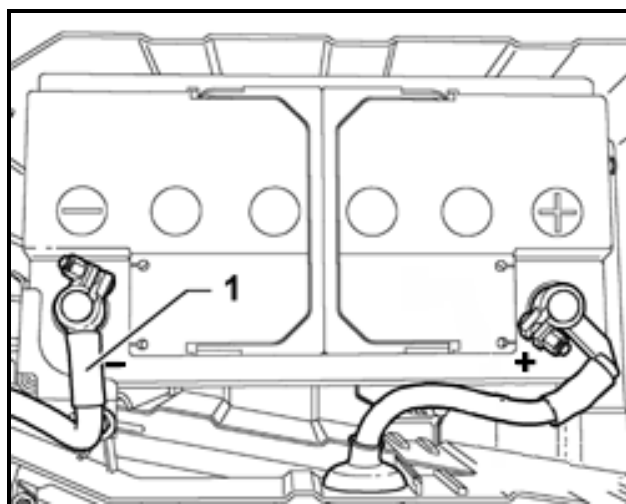
Section C – Passenger and/or Driver’s Seat Harness Repair



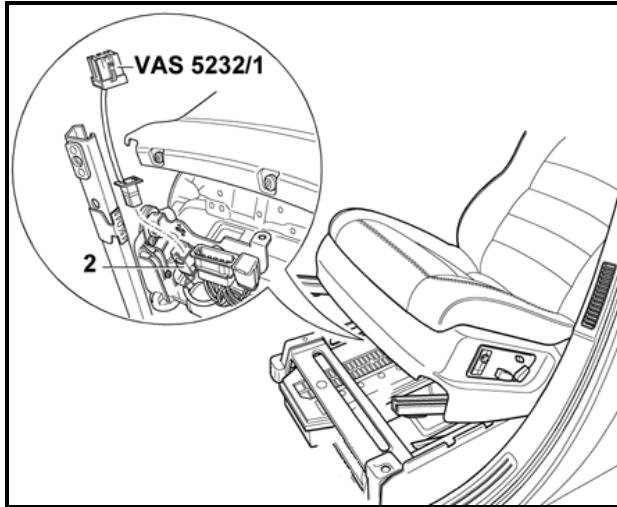
⇐ Remove bolt -1- from battery box cover and remove air duct -2-



⇐ Open battery box clips -arrows- and remove cover



⇐ Disconnect negative (-) battery cable -1- from battery

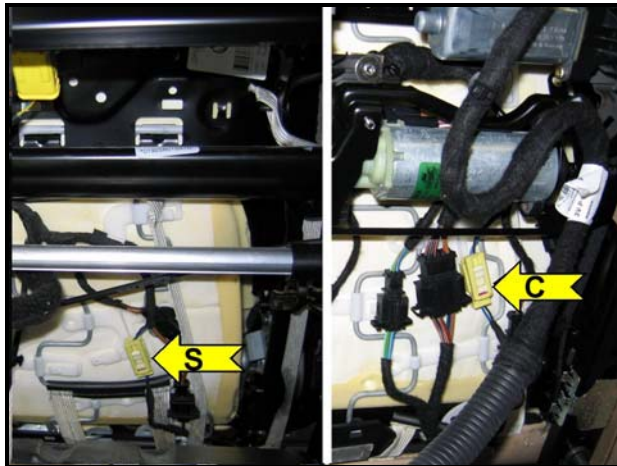


⇐ Insert airbag adapter VAS 5232/1 into connector socket -2- of passenger's or driver's seat



Tip: Connector socket -2- is a yellow connector with a black and blue wire going to the airbag connector

- Remove wiring harness retaining clips from hole tabs of seat frame crossmember



⇐ Locate yellow side airbag connector for standard seat -arrow S- or comfort seat -arrow C- (clipped onto bracket attached to underside of left rear section of seat) and remove from retainer

- Cut one wire at a time as close to connector body as possible and discard connector
- Strip approximately 6mm to 7mm from each cut end of wire using VAS1978/3 wire stripper

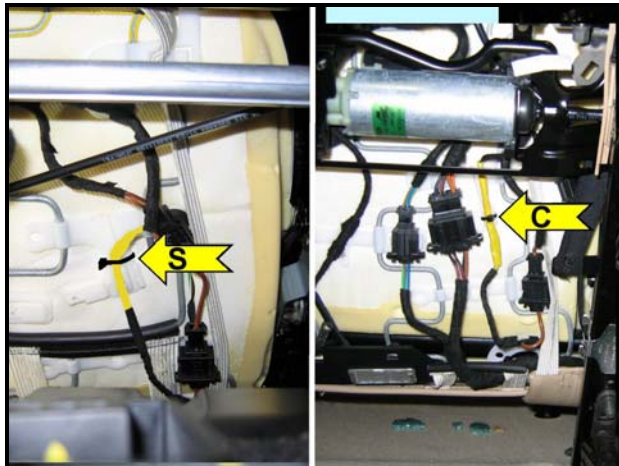
- Install color-coded wire from wiring harness repair kit 7L6 998 582 on identical color wire ends using crimp pliers VAS 1978/1A
- Next, crimp color-coded wire from wiring harness repair kit 7L6 998 582 to other ends of cut wires



WARNING!

When heat-shrinking crimp connections, do not damage any other wiring, plastic parts or insulating material with the hot air blower nozzle

Always observe operating instructions of heat gun



- Heat crimp connection using hot air blower lengthwise from center outward until it is sealed completely and adhesive comes out of ends
- Wrap repair points with yellow adhesive tape to indicate a repair
- ⇐ Use tie wrap (N 020 904 8) and secure repaired wire to bracket on bottom of standard seat -arrow S- or comfort seat -arrow C-
- Remove airbag adapter VAS 5232/1 from yellow connector -2- and reconnect connector
- Clip wiring harness retaining clips into hole tabs of seat frame crossmember
- Repeat this procedure for other seat unless repair has been previously completed, **then, go to Section D**

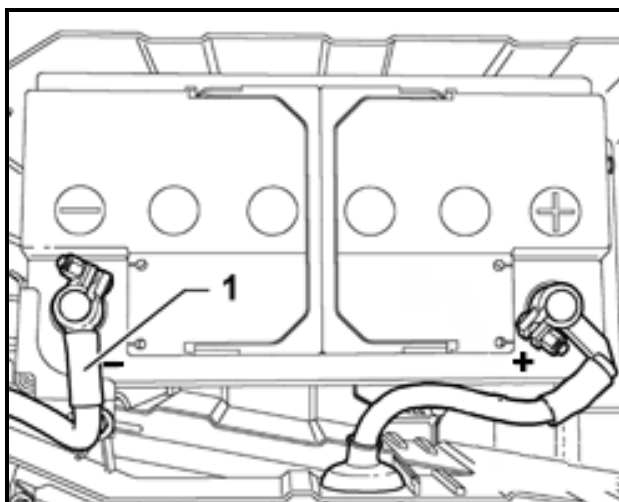
Section D – Reconnect Battery

- Switch ignition to “ON” position



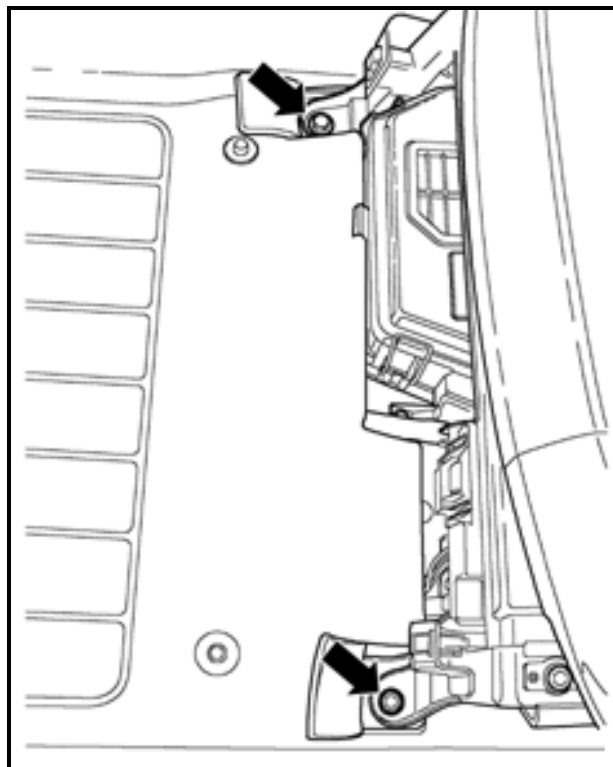
WARNING!

Ensure there is no person inside vehicle when connecting battery ground (GND) cable



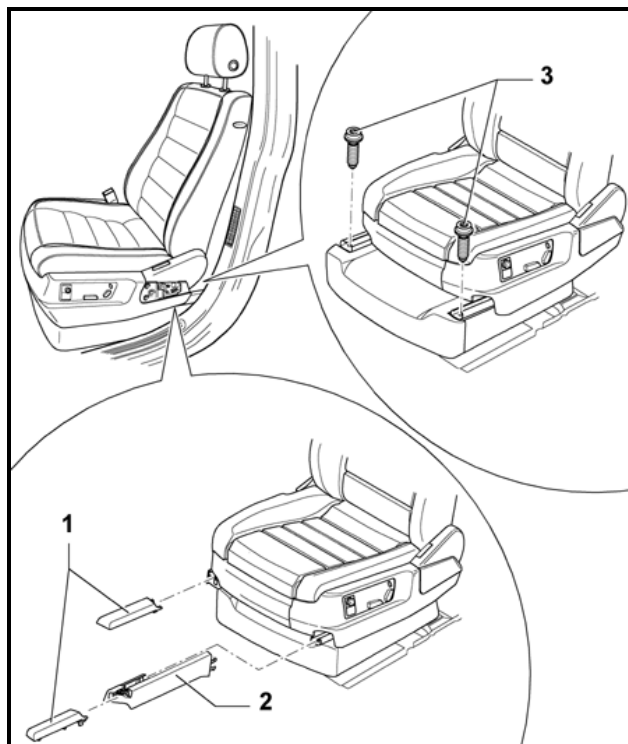
- ⇐ Reconnect negative (-) battery cable -1- to battery and tighten clamp to 9 Nm (80 in. lbs.)
- Reinstall battery box cover and close clips
- Reinstall air duct to battery cover and secure with bolt
- **Go to Section E**

Section E – Driver's Seat Reinstallation

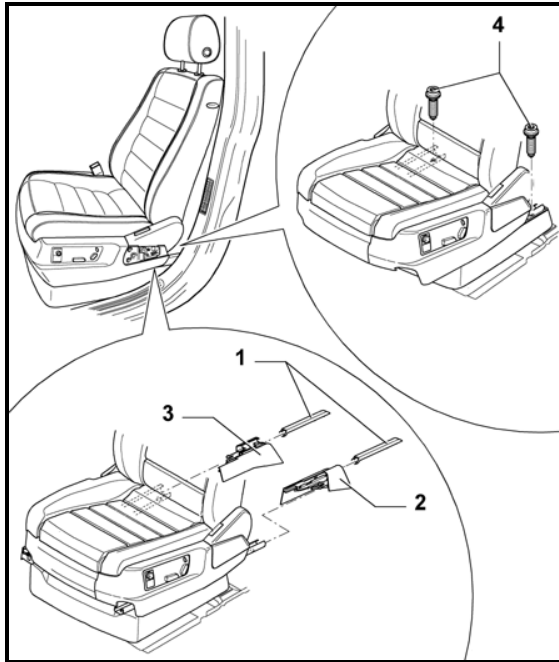


- Tilt seat forward
- ⇐ Secure seat to floor with new bolts -arrows- (N 910 192 01) and tighten to 45 Nm (33 ft. lbs.)
- Reinstall plastic covers on clips located on floor in front of driver's seat
- Reinstall covers for front seat rails and spindle covers, if applicable
- Move seat forward and reinstall covers for seat rails and spindle covers, if applicable
- Reinstall trim panel at front of seat
- Reinstall floor mat and clip into position
- **Go to Section F**

Section F – Passenger's Seat Reinstallation



- Tilt seat forward
- ⇐ Secure passenger's seat at front using new bolts -3- (N 909 650 01) and tighten bolts to 45 Nm (33 ft. lbs.)
- ⇐ Reinstall front covers -2- to seat rails
- ⇐ Reinstall front spindle covers -1- into mounts (if applicable)



- Move front passenger seat fully forward
- ⇐ Secure passenger seat at rear using new bolts -4- (N 909 650 01) and tighten bolts to 45 Nm (33 ft. lbs.)
- ⇐ Reinstall seat rail covers -2- and -3- to seat rails
- ⇐ Reinstall spindle covers -1- into mounts (if applicable)
- If battery was disconnected, **go to Section G**, otherwise; destroy and properly dispose of all removed parts and **no further work is required**

Section G – Power Restoration

- Turn ignition switch to left most position
- Let ignition switch return to zero position (at rest when key is in ignition switch)
- Turn ignition switch to the right position to start the engine
- Use VAS 5051/2 diagnostic tester and check and clear DTCs
- Set engine readiness code
- Perform basic setting of steering angle sensor
- Reset clock to local time
- Set front windows one touch feature
- If vehicle has electronic front seats, set forward and rearward soft stop function
- Operate electronic steering column fully in all directions
- Perform function test of all electrical consumers
- Destroy and properly dispose of all removed parts

WORK IS COMPLETE