

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 contact Warranty.



Service Action

Code: 97U3

Subject: 2006-2007 Rabbit/R32/ GTI, 2005-2007 Jetta/Jetta Wagon, 2007-2008 Eos and 2006-2007 Passat/Passat Wagon
Inspect Front Seat Side Impact Airbag Connectors & Install Wiring Harness Kit(s), if Necessary

REVISED January 10, 2013**Revision Summary**

Expiration date changed to January 31, 2014.

Problem Description

Resistance variance within a front seat side impact airbag connector can cause the airbag indicator 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 & Production Dates

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility for this repair. 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.

U.S.A.**Jetta/Jetta Wagon**

3VW__ _1K_5M600049 - 3VW__ _1K_7M124448
 Production date: Sept. 8, 2004 - February 12, 2007

GTI/Rabbit/R32

WVW__ _1K_6W018238 - WVW__ _1K_7W189959
 Production date: July 1, 2005 - February 12, 2007

EOS

WVW__ _1F_7V000073 - WVW__ _1F_8V000386
 Production date: June 7, 2006 - May 29, 2007

Passat/Passat Wagon (Emden)

WVW__ _3C_6E002717 - WVW__ _3C_7E169683
 Production date: March 5, 2005 - February 8, 2007

Passat/Passat Wagon (Mosel)

WVW__ _3C_6P005115 - WVW__ _3C_7P123758
 Production date: June 1, 2005 - January 26, 2007

CANADA**Jetta/Jetta Wagon**

3VW__ _1K_6M000660 - 3VW__ _1K_7M124395
 Production date: June 28, 2006 - February 12, 2007

GTI/Rabbit/R32

WVW__ _1K_6W017326 - WVW__ _1K_7W190024
 Production date: July 1, 2005 - February 12, 2007

EOS

WVW__ _1F_7V000103 - WVW__ _1F_7V053172
 Production date: July 23, 2008 - December 2, 2008

Passat/Passat Wagon (Emden)

WVW__ _3C_6E023581 - WVW__ _3C_7E169664
 Production date: May 20, 2005 - February 6, 2007

Passat/Passat Wagon (Mosel)

WVW__ _3C_6P011801 - WVW__ _3C_7P121984
 Production date: May 23, 2005 - January 23, 2007

NOTE: The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.

Allocation Report of Affected Vehicles

Electronic allocation lists were posted under My Dealership Reports on the VW Hub on or about January 14, 2011. A list was not posted for dealers who had no affected vehicles.

Parts Information and Allocation

Parts allocation took place prior to customer notification.

If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@vw.com. If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Owner Notification Mailing

On or about January 14, 2011 the customer mailing took place. A sample copy of the owner letter is enclosed.

Service Action Expiration Date

This action expires on **January 31, 2014**. Vehicles inspected/repared under this action must have this service completed on or before **January 31, 2014** to be eligible for payment. **Inspections/repairs performed after January 31, 2014 will not be eligible for payment.** Dealers should keep this expiration date in mind when scheduling customers for this action.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). **Labels** can be ordered at no cost online via the Compliance Label Ordering portal at www.vwvhub.com.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** 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.

Saga Claim Entry Procedure

Check ELSAWeb to determine whether the "97U3" campaign is open.

Service No.: 97U3

Damage Code: 0099

Parts Manufacturer – Removed part: WWO

Claim Type

Sold vehicle = 710

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01 Check driver's and passenger's side impact airbag connectors – both seat wiring harnesses previously repaired; No further work required

Repair operation: 0183 00 99 20 T.U.

OR

Criteria I.D. 01 Check driver's and passenger's side impact airbag connectors – one side seat wiring harness previously repaired; repair opposite side seat wiring harness

Repair operation: 9766 23 99 100 T.U.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1	5K0 998 582	Wiring harness repair kit (Includes both sides)

OR

Criteria I.D. 01 Check driver's and passenger's side impact airbag connectors; repair both side seat wiring harnesses

Repair operation: 9766 24 99 170 T.U.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
1	5K0 998 582	Wiring harness repair kit (Includes both sides)

There is NO reimbursement for Vehicle Wash or loaner!

If Customer Refuses Repairs:

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, customer information, Dealer number, and date

Customer Letter Example (United States)

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

January 2011

**Subject: Service Action 97U3/T3
Inspect Front Seat Side Impact Airbag Connectors & Install Wiring Harness Kit(s), if Necessary**

Dear Volkswagen Owner,

We are writing to inform you of a service action repair that is available for your vehicle free of charge. Our records show that your vehicle was built within the production date range of vehicles that may experience an issue with one or both front seat side impact airbag connectors.

What is the problem?

Resistance variance within a front seat side impact airbag connector can cause the airbag indicator light on the instrument panel to come on and stay on, even though the side impact airbag system is functioning normally. Please remember to have the airbag system inspected immediately by an authorized Volkswagen dealer if the airbag indicator light comes on. There may be something wrong with the system other than the connector issue described above.

What will Volkswagen do?

At no cost to you, we will inspect and, if necessary, install a wiring harness kit that will help prevent this issue from occurring in your vehicle. Both the inspection and repair (if needed) will take about two hours and will be free of charge. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

This no-cost repair action will only be available until January 14, 2013, and we encourage you to contact your authorized Volkswagen dealer and arrange for an appointment at your earliest convenience. As stated in your Owner's Manual, 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. Dealers will not be able to perform this work free of charge after January 14, 2013.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs to the driver's or right front passenger's side impact airbag connectors due to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service help from us

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen of America, Inc.
Attn: Customer CARE Center – Hills East (97U3/T3)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-893-5298

We also invite you to visit our website at www.vw.com, where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2013 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

Customer Letter Example (Canada)

<CUSTOMER NAME>
<CUSTOMER ADDRESS>
<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

January 2011

**Subject: Service Action 97U3/T3
Inspect Front Seat Side Impact Airbag Connectors & Install Wiring Harness Kit(s), if Necessary**

Dear Volkswagen Owner,

We are writing to inform you of a service action repair that is available for your vehicle free of charge. Our records show that your vehicle was built within the production date range of vehicles that may experience an issue with one or both front seat side impact airbag connectors.

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If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Volkswagen Canada
Attn: Customer CARE Center (97U3/T3)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-893-5298

We also invite you to visit our website at www.vw.ca, where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

If there are questions regarding the work procedure, contact Warranty for U.S. and the Technical Assistance helpline for Canada

Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5K0 998 582	Wiring harness repair kit
Up to 2	Shop supply	Zip tie(s)
1	CAMP 010 000	Campaign Completion Label

Required Tools:

		<p>← VAS 1978B – Wiring Repair Kit</p>
		<p>← VAS 1978/1-2 – Crimping Pliers (Base tool) (This tool is included in the –VAS 1978B-Wiring Repair Kit)</p>
		<p>← VAS 1978/1-1 – Exchangeable Head, 0.35-2.5mm (This tool is included in the –VAS 1978B-Wiring Repair Kit)</p>


The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2013 Volkswagen Group of America, Inc. and Volkswagen Canada Inc. All Rights Reserved.

	<p>⇐ UTI-100SI Ultratorch or equivalent</p> <p>(This tool is included in the –VAS 1978B-Wiring Repair Kit)</p>
	<p>⇐ VAS 6281 or VAS 6229 – Airbag Adapter</p>

Work Sequence

Section A – Check for Previous Repair

 Tip: If Campaign Completion label is present, no further work is required


 Tip: Perform procedure on both front seats



- Position seat into upper-most position via the height adjustment

⇐ Look under each seat to inspect for the Yazaki connector –arrow- contained in seat wiring

⇐ If connector –arrow- is contained in either one or both seat wiring, continue to Section B

 Tip: The Yazaki connector –arrow- may or may not be contained in holder as pictured



⇐ If Yazaki connector (previous picture) has been removed and seat wiring harness repaired as pictured, Work Complete for that seat, reposition seat to customer original setting(s)



Tip: It is possible that one seat may have been previously repaired and no work required for that seat



Tip: The seat wiring harness repair may or may not be contained in holder as pictured

- If both sides have been completed continue to **section F**

Section B – Remove Front Seat Bolts



Tip: For vehicles with electric seats, remove seat bolts prior to disconnecting the battery



Tip: Perform procedure on both front seats based on findings from Section A

- Position seat into front-most position via the fore/aft adjustment

⇐ Remove seat frame bolts -arrows-

- Position seat as far back as possible using fore/aft adjustment
- Move seat approximately 4 cm (1.5 in) forward to align frame with bolts

⇐ Remove seat frame bolts -arrows-



WARNING:

Do not disconnect seat harness until battery Ground (GND) strap has been disconnected.

- Continue to **Section C**



Section C – Disconnect Battery



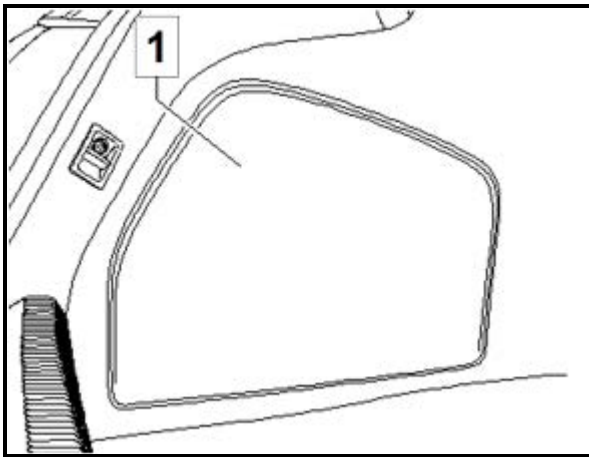
Tip: Record all radio pre-sets and Comfort settings



WARNING:

Negative battery cable must be disconnected first to prevent triggering the Pyrotechnic Battery Isolator

Triggering the Pyrotechnic Battery Isolator is not covered under this action



- Turn off all electrical consumers
- Switch ignition off and remove key



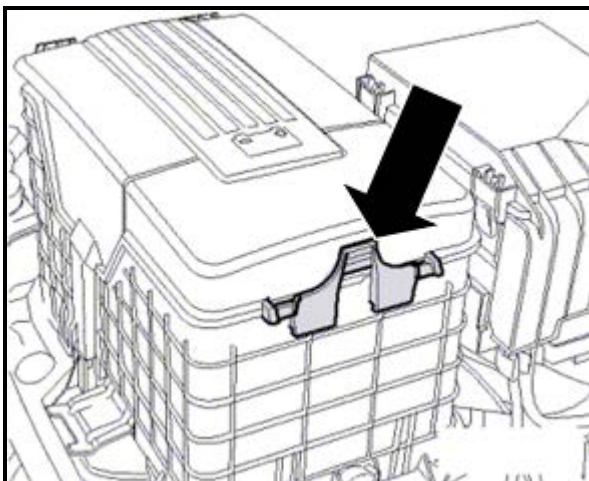
Tip: Before disconnecting battery, disable alarm

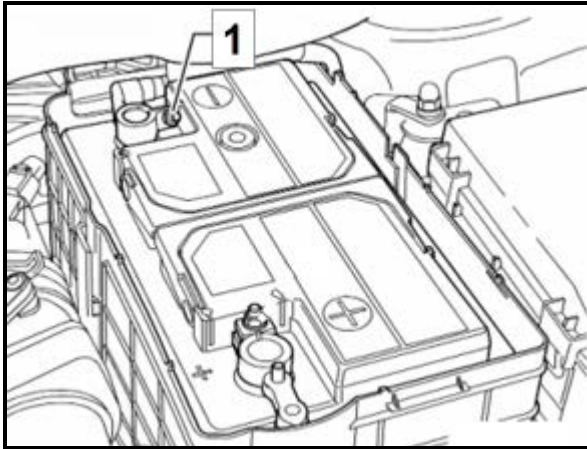
For 3.6L Passat:

- Open trunk
- ⇐ Unclip and remove battery service cover -1-

For all other vehicles:

- Open hood
- ⇐ If equipped, open locking mechanism -arrow- and remove battery box cover





⇐ Disconnect battery terminal clamp of Ground (GND) wire -1- from battery Ground (GND) terminal

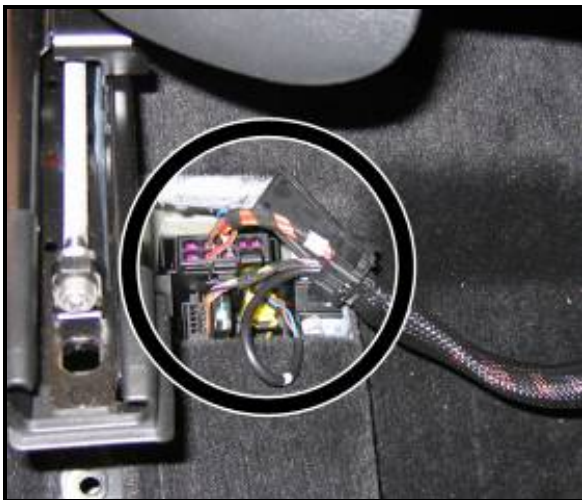
- Continue to **Section D**

Section D – Wiring Repair



WARNING:

Electrostatic discharges can lead to an unintended deployment of airbag. Therefore, technician must discharge static electricity from the body before separating ignition and ground wiring. This is done, e.g., by briefly touching the vehicles' body or the door striker or pin



Tip: Perform procedure on both front seats based on findings from Section A

⇐ Carefully separate connectors –circle- from harness to side airbag igniter (-N199- driver seat) and (-N200- passenger seat)



⇐ Depending on vehicle equipment, connect –VAS 6281- or –VAS 6229- to side airbag wiring harness

- Carefully remove front seat(s) from vehicle, then place them on a clean surface

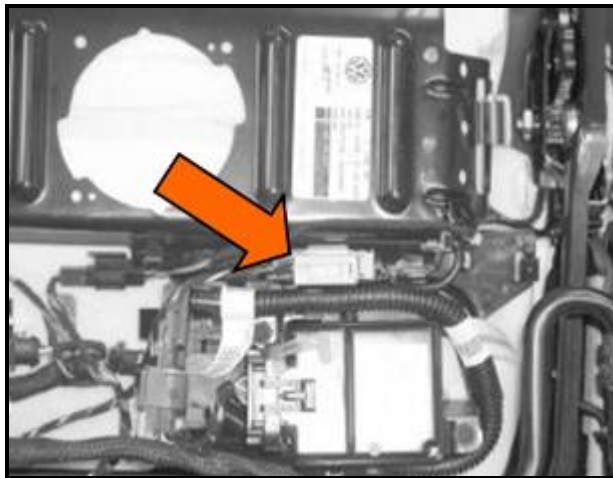
ⓘ Note: Protect interior trim and seat from damage prior to removing or installing seat. Damage to seat or trim is not covered under this action



ⓘ Tip: Pictures are used to illustrate connector location only, seat does not have to be disassembled for repair

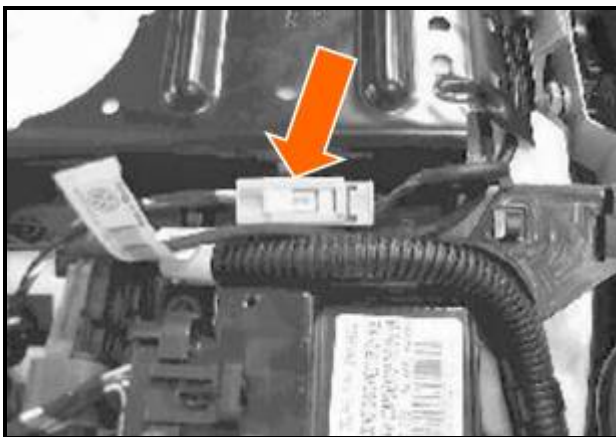
Rabbit / new GTI / Eos ONLY:

⇐ Remove male and female side connectors –arrow- (T3K –N199- driver side), (T3L –N200- passenger side, as shown) by cutting one wire at a time and as close to the connector as possible, discard connector(s)



Jetta ONLY:

⇐ Remove male and female side connectors –arrow- (T3aa, T3ab, as shown) by cutting one wire at a time and as close to the connector as possible, discard connector(s)



Passat ONLY:


⇐ Remove male and female side connectors –arrow- (T3 –N199- driver side), (T3a –N200- passenger side, as shown) by cutting one wire at a time and as close to the connector as possible, discard connector(s)

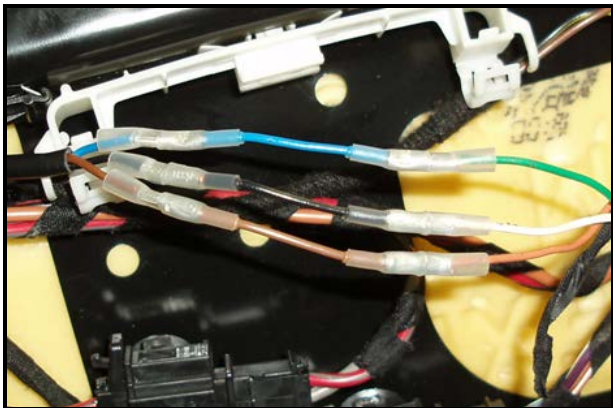


⇐ Set –VAS 1978/3- wire stripper to 6mm and strip insulation from the end of each wire as shown



⇐ Insert each stripped wire into butt connector of corresponding repair wire and crimp butt connector as shown using –VAS 1978/1-2- crimping tool pliers with –VAS 1978/1-1- crimp head using 0.35mm-0.5mm (yellow dot) setting

 **Tip:** The repair kit wiring matches the igniter side of the harness



⇐ Continue to crimp each repair wire onto the correct seat wiring as shown in picture and as listed in table below:

Seat harness wire	Repair wire	Seat harness wire	Wire Size
Blue	Blue	Green	0.5mm
Black	Black	White	0.5mm
Brown	Brown	Brown	0.5mm



WARNING:

Incorrect wiring repair or routing may result in unintended airbag deployment



⇐ Set up the UTI-100SI Ultratorch tool or equivalent from the -VAS 1978B- wire harness repair kit as shown in picture



Tip: Follow manufacturer instructions provided with the UTI-100SI Ultratorch tool for proper set up, safety and use of the tool



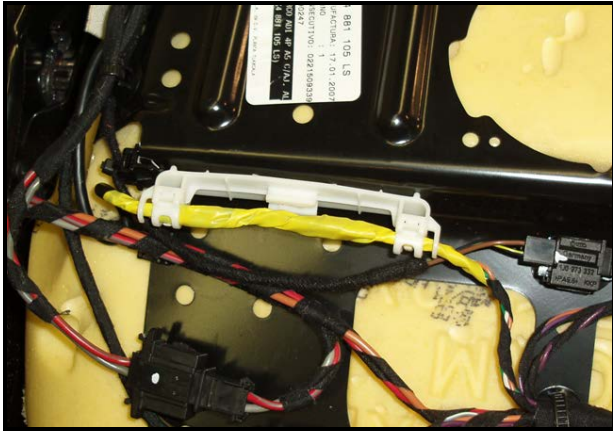
⇐ Using the UTI-100SI Ultratorch tool, heat the open end of each butt splice until tubing shrinks over the wire and the glue starts to protrude from the butt connector



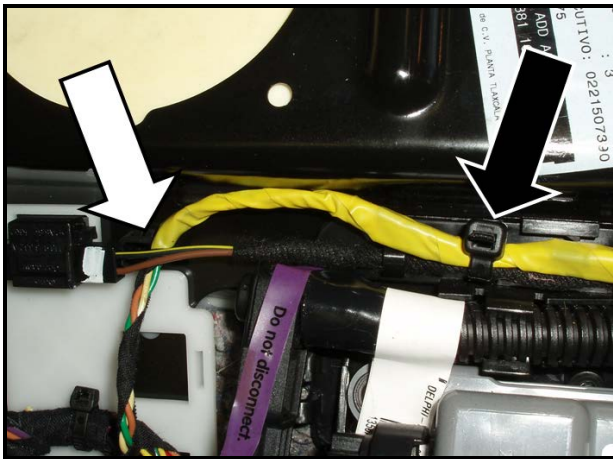
Note: Do not overheat butt connector to a point where the glue no longer provide a water tight seal



Tip: To understand how a properly crimped and heated butt connector should look, utilize the inner side of the butt connector of the repair wire for visual reference



⇐ Wrap repaired area of harness with yellow tape and re-secure into holder (if equipped) as shown

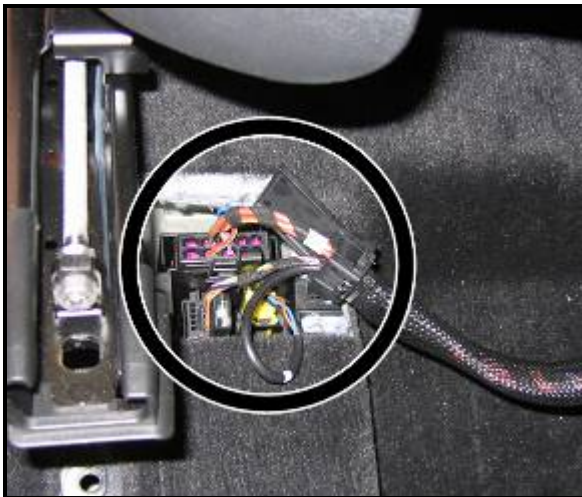


⇐ For seats without holder (previous illustration), it may be necessary to utilize a zip tie (shop supply) as shown –black arrow-, and/or route harness under existing wiring as shown –white arrow-

⚠ Note: Do not disconnect wiring connectors that are clearly labeled as such (e.g. purple tape)

- Continue to **Section E**


Section E – Reinstall Front Seat(s) and Reconnect Battery Ground Strap



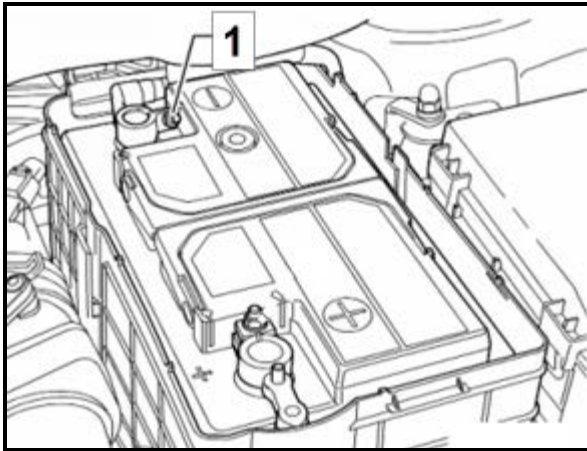
⚠ Note: Protect interior trim and seat from damage prior to removing or installing seat. Damage to seat or trim is not covered under this action

- Carefully lift seat into vehicle
- ⇐ Carefully reconnect connectors –circle- for harness to side airbag igniter (-N199- driver seat) and (-N200- passenger seat)



 Tip: Centering pins on tunnel side must be located in corresponding holes in vehicle floor

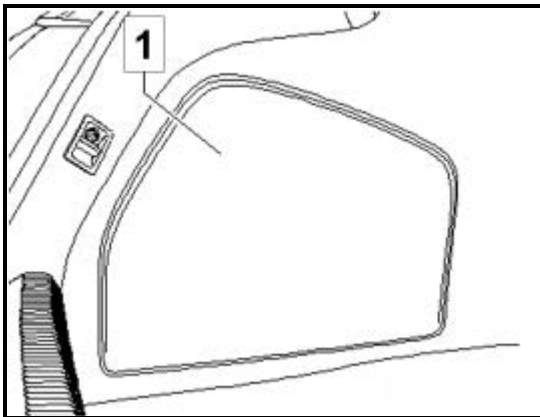
⇐ Reinstall and tighten screws -arrows- to 40 Nm (30 lb-ft)



 **WARNING:**

Ignition must be on when connecting battery. If pyrotechnic components (e.g., airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting the battery. Make sure that no persons are in the vehicle.

- Switch on ignition
- ⇐ Connect battery terminal clamp of Ground (GND) wire -1- to battery Ground (GND) terminal

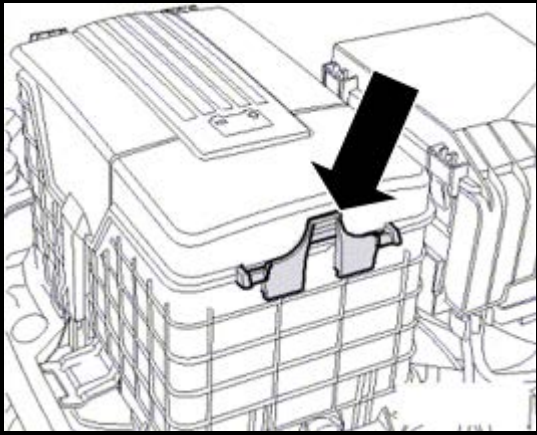


For 3.6L

- ⇐ Reinstall battery service cover -1- and clip properly in place
- Close trunk


For all other vehicles

- ⇐ Reinstall battery box cover and close locking mechanism -arrow-




- ⇐ Position seat into front-most position via the fore/aft adjustment
- ⇐ Reinstall bolts -arrows- and torque to 40 Nm (30 lb-ft)



 Tip: Reposition seat to normal position for customer and restore all radio pre-sets and comfort settings

- The following work steps after reconnecting battery may be necessary:

 Note: After connecting battery and switching on ignition, ASR/ESP Control Lamp -K155- and Electro-mechanical Power Steering Indicator Lamp light up continuously.

Control lamps go out automatically when vehicle is driven a distance straight ahead at 15 to 20 km/h, which reactivates Steering Angle Sensor -G85

- Switch on ignition using ignition key or start button and switch off again
- Read DTC memory and clear faults
- Clock:
 - Check clock time setting, set anew, if necessary

- Electrical window regulators:
 - Open and close windows to each end stop respectively
 - With window closed, pull switch until relay switches audibly
 - Check comfort switching of power window; while comfort switching is operated, window must close without holding the switch
- Front windows “One touch feature.” With vehicle idling:
 - Fully open both front windows
 - Fully close both front windows
 - Fully open both rear windows (Jetta / Eos Only)
 - Fully close both rear windows (Jetta / Eos Only)
- Electronic front seat (if equipped) “Soft stop” function (Jetta / Eos Only). With vehicle idling:
 - Hold seat “forward/backward” switch in forward position until front seat moves fully forward and seat stops
 - Release switch
 - Hold seat “forward/backward” switch in forward position to ensure front seat is in fully forward position
 - Release switch to confirm forward soft stop position is learned
 - Hold seat “forward/backward” switch in backward position until front seat moves fully backward and seat stops
 - Release switch
 - Hold seat “forward/backward” switch in backward position to ensure front seat is in fully backward position
 - Release switch to confirm backward soft stop position is learned
 - Hold seat “upward/downward” switch in upward position until front seat moves to the full upward position
 - Release switch to confirm upward soft stop position is learned
 - Hold seat “upward/downward” switch is in downward position until front seat moves to

full downward position

- Release switch to confirm downward soft stop position is learned
- Repeat for other front seat

- Check function:
 - All electrical consumers

Section F – Install Campaign Completion Label

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

- Close hood



Tip: Ensure Campaign Completion label does not cover any existing label(s)

Campaign Completion	
SAGA CODE:	
DLR #:	
REPAIR DATE:	
	CAMP 010 000

SECTION G – Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local/provincial requirements

ALL WORK IS COMPLETE