



Volkswagen Collision Repair Standards Position Statement

Supplemental Restraint System Airbag Component Replacement Applicable to All Volkswagen Models

To promote and maintain its rigorous standards of quality and safety, Volkswagen of America, Inc., an operating unit of Volkswagen Group of America, Inc. (VWoA), provides collision repair centers with critical information pertaining to collision repair and parts replacement on Volkswagen vehicles.

The Supplemental Restraint System (SRS) is a critical component of all Volkswagen vehicles' seat belt safety systems; it provides additional protection to vehicle occupants in the event of a frontal or side impact collision.

After a vehicle has been involved in a collision, certain components of the SRS airbag system must be replaced. This is a significant part of the vehicle repair, as all Volkswagen vehicles are precisely engineered to exacting specifications to ensure occupant safety; all components of the SRS airbag system must be restored to a pre-accident condition in order to protect the occupants in the event of subsequent accident.

Technicians must always refer to the Volkswagen repair manual to determine which components must be inspected, tested, or replaced following a collision of any Volkswagen vehicle.

Volkswagen approves only repairs made with Genuine Volkswagen Parts. Aftermarket, salvage, or remanufactured SRS airbag system parts do not meet the exacting specifications of Genuine Volkswagen Parts and therefore are not an acceptable method of repair on any Volkswagen vehicle.

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Official VW Repair Procedures

All vehicle repairs should be made following VW repair procedures obtained directly from erWin (erwin.vw.com) or ElsaPro (for VW dealers).

erWin and ElsaPro are online applications that contain the most up-to-date VW repair and service information developed and provided by Volkswagen Group of America.

Using VW Repair Procedures

Departure from VW instructions provided in erWin or ElsaPro, including alternate repair methods or the use of substitute components, risks compromising crash safety.

Failure to follow these instructions may adversely affect structural integrity and crash safety performance, which could result in serious personal injury to vehicle occupants in a crash.

Parts

Recycled, salvaged, aftermarket, and reconditioned parts (including body parts, wheels, and safety restraint components) are not authorized by VWoA.

Contact

VWCollision@vw.com

These parts may depreciate the value of the vehicle and/or put the vehicle occupants at risk.

Aftermarket, salvage, and remanufactured parts or failure of another Volkswagen part caused by the installation or improper performance of an aftermarket, salvage, or remanufactured part is not covered under Volkswagen's New Vehicle Limited Warranty.

Even in minor collision impacts where the SRS airbag does not deploy, various components must be thoroughly inspected for damage. Refer to the Volkswagen repair manual for the correct diagnostic, repair, and replacement procedures.