

# Part 573 Safety Recall Report

# 21V-874

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Submission Date :** NOV 10, 2021

**NHTSA Recall No. :** 21V-874

**Manufacturer Recall No. :** 74E3



## Manufacturer Information :

## Population :

**Manufacturer Name :** Volkswagen Group of America, Inc.

**Number of potentially involved :** 208,332

**Address :** 3800 Hamlin Road

**Estimated percentage with defect :** 100 %

Auburn Hills MI 48326

**Company phone :** 1-800-893-5298

## Vehicle Information :

**Vehicle 1 :** 2018-2020 Audi S5 SPORTBACK

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.  
S5 SPORTBACK count: 12751

**Production Dates :** FEB 12, 2017 - NOV 18, 2019

**VIN Range 1 : Begin :** WAUB4CF50JA002776 **End :** WAUB4CF51LA001770  Not sequential

**Vehicle 2 :** 2017-2020 Audi A4 SEDAN

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.  
A4 SEDAN count: 115078

**Production Dates :** NOV 04, 2015 - NOV 18, 2019

**VIN Range 1 : Begin :** WAUENAF48KA002533 **End :** WAUDNAF42LN005806  Not sequential

Vehicle 3 : 2018-2020 Audi A5 CABRIOLET

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.

A5 CABRIOLET count: 10969

Production Dates : FEB 17, 2017 - NOV 18, 2019

VIN Range 1 : Begin : WAU2NGF51JN000130 End : WAUWNGF57LN000587  Not sequential

Vehicle 4 : 2018-2020 Audi A5 COUPE

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.

A5 COUPE count:

Production Dates : NOV 17, 2016 - NOV 18, 2019

VIN Range 1 : Begin : WAUTNAF50JA000483 End : WAUTNAF57LA001908  Not sequential

Vehicle 5 : 2018-2020 Audi A5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information :

A5 SPORTBACK count: 28389

Production Dates : FEB 07, 2017 - NOV 18, 2019

VIN Range 1 : Begin : WAUFNCF51JA002378 End : WAUCNCF54LA001859  Not sequential

Vehicle 6 : 2018-2019 Audi RS5 COUPE

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :**

Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.

RS5 COUPE count: 2276

Production Dates : NOV 03, 2017 - NOV 18, 2019

VIN Range 1 : Begin : WUAPWAF5XJA901977 End : WUAPWAF57KA907916  Not sequential

Vehicle 7 : 2019-2019 Audi RS5 SPORTBACK

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :**

Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.

RS5 SPORTBACK count: 3039

Production Dates : JUL 05, 2018 - NOV 18, 2019

VIN Range 1 : Begin : WUABWCF55KA900064 End : WUABWCF53KA907918  Not sequential

Vehicle 8 : 2018-2020 Audi S4 SEDAN

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :**

Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.

S4 SEDAN count: 9617

Production Dates : NOV 25, 2016 - NOV 18, 2019

VIN Range 1 : Begin : WAUB4AF43KA001215 End : WAUC4AF42LA029710  Not sequential

Vehicle 9 : 2018-2020 Audi S5 CABRIOLET

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.

S5 CABRIOLET count: 3951

Production Dates : MAR 02, 2017 - NOV 18, 2019

VIN Range 1 : Begin : WAU24GF5XJN000131 End : WAUW4GF52LN000581  Not sequential

Vehicle 10 : 2017-2020 Audi A4 ALLROAD

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.

A4 ALLROAD count: 8335

Production Dates : JUN 16, 2016 - NOV 18, 2019

VIN Range 1 : Begin : WA18NAF40HA017952 End : WA18NAF43LA028954  Not sequential

Vehicle 11 : 2018-2020 Audi S5 COUPE

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Vehicles included in the recall have been produced between SOP in 2015 and November 2019 when an updated cable was introduced in production. Vehicles not included in the recall are already equipped with the improved parts.

S5 COUPE count: 4154

Production Dates : DEC 03, 2016 - NOV 18, 2019

VIN Range 1 : Begin : WAUR4AF59JA001211 End : WAUP4AF5XLA001843  Not sequential

**Description of Defect :**

Description of the Defect : The affected vehicles are equipped with a passenger occupant detection system (also known as Body Sense) in the front passenger seat as required in the US and Canada. On these vehicles, the system is integrated in the seat heating and controls the activation of the front passenger airbag. The seat heating is connected to the Body Sense control unit under the front passenger seat via a wire. If the wire has a contact fault, it may cause the passenger occupant detection system (PODS) to detect a malfunction and switch off the passenger airbag even though the seat may be occupied. As designed, a warning light in the instrument panel comes on together with an acoustic warning sound and an error message is displayed in the instrument cluster. The airbag indicator light shows "passenger airbag off".

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of a crash there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger airbag is switched off/not working.

Description of the Cause : A contact fault may occur at the cable connecting the seat heater to the passenger occupant detection system (PODS) control unit. This may cause the diagnostic system of the PODS to detect a fault and the PODS being deactivated.

Identification of Any Warning that can Occur : Should a malfunction occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag warning light, an acoustic warning sound, an error message displayed in the instrument cluster and by the status of the Passenger Airbag OFF indicator light. In this case the customer should take the vehicle as soon as possible to an authorized Audi dealership for inspection/repair.

**Involved Components :**

Component Name 1 : Passenger Occupant Detection System

Component Description : Seat heating mat including connecting cable

Component Part Number : 8W0963556\* / 8W0881406\* / 8W7881406\*

**Supplier Identification :****Component Manufacturer**

Name : IEE S.A.

Address : 1, rue du Campus  
Bissen Foreign States 7795  
Country : Luxembourg

## Chronology :

In July 2019 the Audi Product Safety Committee had decided a safety recall for the Passenger Occupant Detection System in Audi A4 and A5 vehicles manufactured between SOP and July 2018 (NHTSA recall number 19V-547). At that time the failure mechanism had not been fully understood and the topic continued to be investigated and monitored.

December 2020: The Audi Product Safety Committee receives reports of an increase in repeat repairs after recall campaign 74D9/19V-547 and for vehicles produced after July 2018 (outside of the recall population). The root cause appeared to be the PODS connecting cable, but the failure mechanism was still unclear and the phenomenon continued to be hard to reproduce.

December 2020 - October 2021: Additional investigation regarding root cause, failure pattern and influential factors. It became clear that the cables used in production until November 2019 are prone to contact errors leading to a deactivation of the PODS system. The PODS system is integrated in the seat heating which is connected to the Body Sense control unit under the front passenger seat via that cable. If the cable has a contact fault, this leads to the PODS system being deactivated and the airbag warning lamp coming on in the instrument cluster. A newly designed shielded connecting cable had already been introduced in production in November 2019 as an optimization measure.

November 3, 2021: The Audi Product Safety Committee decides a safety recall for the affected vehicles. This new recall affects the same population as recall 74D9 plus additional vehicles produced until November 2019.

## Description of Remedy :

Description of Remedy Program : Depending on the seat type, the seat heating mats including the connecting cable or the entire seat cover including the connecting cable will be replaced at no cost to customers. Audi will offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : The remedy components have been built with a newly developed shielded connecting cable.

Identify How/When Recall Condition was Corrected in Production : Vehicles produced on or after November 18, 2019 have received parts that have been built with a new developed shielded connecting cable.

## Recall Schedule :

Description of Recall Schedule : Dealers/owners: on or before January 07, 2022

Planned Dealer Notification Date : JAN 07, 2022 - JAN 07, 2022

Planned Owner Notification Date : JAN 07, 2022 - JAN 07, 2022

\* NR - Not Reported