



Audi

Safety Recall

Code: 74E3

Subject Passenger Occupant Detection System (PODS)

Release Date January 21, 2022

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2017	2020	A4 ALLROAD	8,335
USA	2017	2020	A4 SEDAN	115,078
USA	2018	2020	A5 CABRIOLET	10,969
USA	2018	2020	A5 COUPE	9,773
USA	2018	2020	A5 SPORTBACK	28,389
USA	2018	2019	RS5 COUPE	2,276
USA	2019	2019	RS5 SPORTBACK	3,039
USA	2018	2020	S4 SEDAN	9,617
USA	2018	2020	S5 CABRIOLET	3,951
USA	2018	2020	S5 COUPE	4,154
USA	2018	2020	S5 SPORTBACK	12,751
CAN	2017	2020	A4 ALLROAD	2,320
CAN	2017	2020	A4 SEDAN	17,677
CAN	2018	2019	A5 CABRIOLET	452
CAN	2018	2019	A5 COUPE	1,638
CAN	2018	2020	A5 SPORTBACK	4,291
CAN	2018	2019	RS5 COUPE	438
CAN	2019	2019	RS5 SPORTBACK	619
CAN	2018	2019	S4 SEDAN	1,997
CAN	2018	2020	S5 CABRIOLET	486
CAN	2018	2019	S5 COUPE	1,360
CAN	2018	2020	S5 SPORTBACK	3,829

Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

Problem Description

The affected vehicles are equipped with a passenger occupant detection system (also known as BodySense) in the front passenger seat. 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 BodySense 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".

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.

Corrective Action 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.

Precautions 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. If this happens, customers are advised to contact an authorized Audi dealer without delay to have the vehicle inspected/repaired.

Code Visibility On or about January 21, 2022, the campaign code will be applied to affected vehicles.

Owner Notification Owner notification took place in January 2022. Owner letter examples are included in this bulletin for your reference.

Additional Information **Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information

Parts Control Type: VIN to Order	<p>If parts are needed to support a vehicle repair:</p> <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Parts Control Type: Upper Order Limit	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
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Initial Allocation: YES	Dealers will be sent an initial allocation of the part numbers below prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.			
	8W0-963-556-C	8W0-963-556-A	8W0-963-556	N -015-261-2

Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description above)
5D	1	8W0-881-406-A 25D	SEAT COVER	VIN to Order
4Q	1	8W0-963-556-C	HEAT ELEMT	UOL
2D	1	8W0-963-556-A	HEAT ELEMT	UOL
1A	1	8W0-963-556	HEAT ELEMT	UOL
VT	1	8W7-881-406-J MTV	SEAT COVER	VIN to Order
TV	1	8W0-881-406 MTV	SEAT COVER	VIN to Order
NG	1	8W7-881-406-J KGN	SEAT COVER	VIN to Order
LG	1	8W7-881-406-J KGL	SEAT COVER	VIN to Order
ID	1	8W0-881-406-AH IID	SEAT COVER	VIN to Order
IB	1	8W0-881-406-AH IIB	SEAT COVER	VIN to Order
GN	1	8W0-881-406 KGN	SEAT COVER	VIN to Order
GL	1	8W0-881-406 KGL	SEAT COVER	VIN to Order
D5	1	8W7-881-406-D 25D	SEAT COVER	VIN to Order
DZ	1	8W0-881-406-AH IDZ	SEAT COVER	VIN to Order
DI	1	8W7-881-406-AE IIJ	SEAT COVER	VIN to Order
1D	1	8W0-963-556-A	HEAT ELEMT	UOL
	1	8W0-881-361-C	PADDING	VIN to Order
ALL	Varies	N -015-261-2	CLAMP	UOL

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 Audi dealer. ©2022 Audi Group of America, Inc. and Audi Canada. All Rights Reserved.

 **NOTE**

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	74E3			
Damage Code	0099			
Parts Vendor Code	002			
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90			
Causal Indicator	Mark SEAT HEATER* or SEAT COVER* as causal part			
Vehicle Wash/Loaner	Do not claim wash/loaner under this action			
Criteria I.D.	4Q			
	Remove front seat, remove passenger seat covering and install new seat heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 55 99	200	Replace seat heater element	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0963556C	HEAT ELEMNT*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50

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Criteria I.D.	2D			
	Remove front seat, remove passenger seat covering and install new seat heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 55 99	200	Replace seat heater element	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0963556A	HEAT ELEMNT*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50
Criteria I.D.	1A			
	Remove front seat, remove passenger seat covering and install new seat heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 55 99	200	Replace seat heater element	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0963556	HEAT ELEMNT*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50

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Criteria I.D.	5D			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0881406A 25D	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50
Criteria I.D.	VT			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W7881406J MTV	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50

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Criteria I.D.	TV			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0881406 MTV	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50
Criteria I.D.	NG			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W7881406J KGN	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50

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Criteria I.D.	LG			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W7881406J KGL	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50
Criteria I.D.	ID			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0881406AHIID	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50

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Criteria I.D.	IB			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0881406AHIIB	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50
Criteria I.D.	GN			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0881406 KGN	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50

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Criteria I.D.	GL			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0881406 KGL	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50
Criteria I.D.	D5			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W7881406D 25D	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50

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Criteria I.D.	DZ			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0881406AHIDZ	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50
Criteria I.D.	DI			
	Remove front seat, remove passenger seat covering and install new seat covering with heater element (sensor mat)			
	LABOR			
	Labor Op	Time Units	Description	
	6956 56 99	210	Replace seat cover	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W7881406AEIJ	SEAT COVER*	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50

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Criteria I.D.	1D			
	Remove front seat, remove passenger seat covering and install new seat heater element (sensor mat) onto new seat cushion			
	LABOR			
	Labor Op	Time Units	Description	
	6956 57 99	200	Replace seat heater element	
	2706 89 50	10	Connect battery charger	
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults and perform PODS basic settings	
	PARTS			
	Quantity	Part Number	Description	
	1.00	8W0963556A	HEAT ELEM*	
	1.00	8W0881361C	PADDING	
	Up to 29	N 0152612	CLAMP	
	OUTSIDE MATERIAL			
	Quantity	Part Number	Description	AMOUNT
	1.00	TIEWRAP	Tie Wrap	\$0.50

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 21V874

Subject: Safety Recall 74E3 – Passenger Occupant Detection System (PODS)

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2017-2020 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The affected vehicles are equipped with a passenger occupant detection system (also known as BodySense) in the front passenger seat. 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 BodySense 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".

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.

What will we do?

To correct this defect, your authorized Audi dealer will replace parts of the PODS in your vehicle. 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.

This work will take about three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do?

Your authorized Audi dealer can begin repairing vehicles under this recall on **January 21, 2022**.

Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Precautions you should take

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. If this happens, customers are advised to contact an authorized Audi dealer without delay to have the vehicle inspected/repaired.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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 relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2021-688

Subject: Safety Recall 74E3 – Passenger Occupant Detection System (PODS)

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The affected vehicles are equipped with a passenger occupant detection system (also known as BodySense) in the front passenger seat. 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 BodySense 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".

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.

What will we do? To correct this defect, your authorized Audi dealer will replace parts of the PODS in your vehicle. 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

This work will take about three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Your authorized Audi dealer can begin repairing vehicles under this recall on **January 21, 2022**. Please contact your authorized Audi dealer without delay to schedule this recall repair.

Precautions you should take 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. If this happens, customers are advised to contact an authorized Audi dealer without delay to have the vehicle inspected/repared.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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 relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

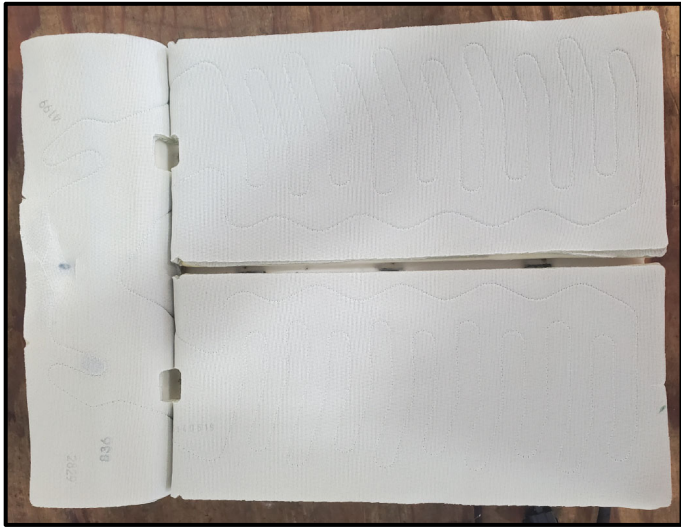
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Repair Overview



Criteria			Repair
4Q			Install new passenger seat heater element (PODS sensor mat) over original element
2D			
1A			
5D	VT	TV	Install new passenger seat heater element (PODS sensor mat) integrated with new seat cover.
NG	LG	ID	
IB	GN	GL	
D5	DZ	DI	
1D			Install new passenger seat heater element (PODS sensor mat) onto new seat cushion.

NOTE

This repair addresses the following faults that could be potentially stored in the airbag control module:

- B1225F1: Passive occupant detection system mat Shield wire, open circuit
- B12251B: Passive occupant detection system mat, Resistance too high

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools

 <p>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>	 <p>Diagnostic Tester -VAS6150X- (or equivalent)</p>
 <p>Trim Removal Wedge -3409- (or equivalent)</p>	 <p>Universal Vehicle Protector -VAS871001- (or equivalent)</p>
 <p>Engine and Transmission Holder -VAS6095A-</p>	 <p>Engine/Transmission Holder - Seat Repair Fixture -VAS6136-</p>
 <p>Airbag Lockout Adapter -VAS6282-</p>	 <p>Backrest Panel Tool -3370-</p>
 <p>Upholstery Clip Pliers -VAG1634B- (or equivalent)</p>	 <p>Pry lever -80-200- (or equivalent)</p>

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

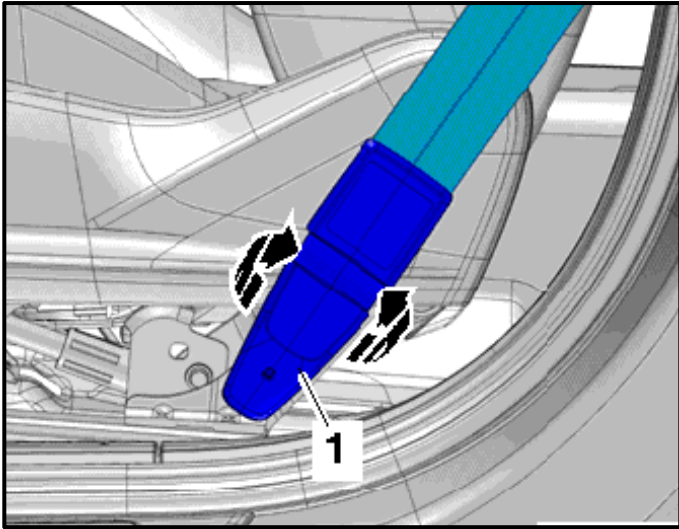
CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

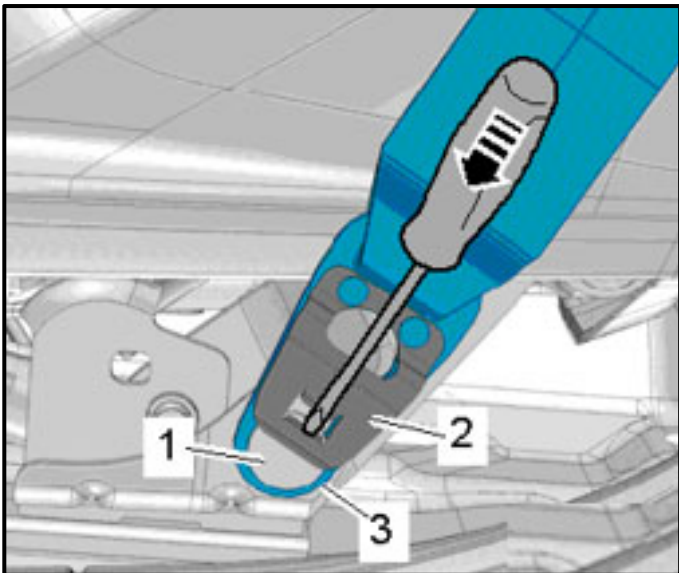
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure



Remove belt end fitting:

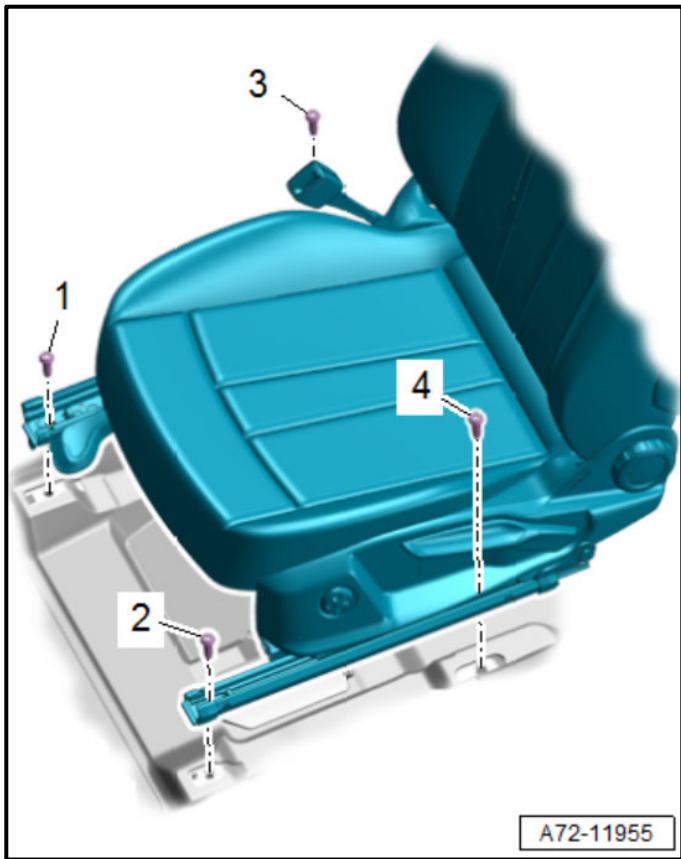
- Unclip the cover <1> on the belt relay <arrows> and fold it upward.



- Release the spring catches <2> by inserting a small screwdriver in the opening in the spring <arrow>.
- Slide the belt end fitting <3> downward and disengage at the pin <1>.

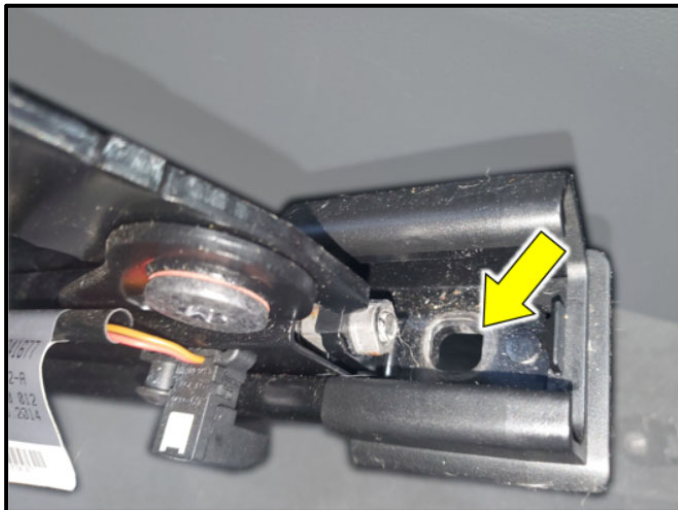
CAUTION

- The spring <2> can bend if removed incorrectly. Replace the three-point seat belt if the spring is bent or distorted. Damage to the seat belt is not covered under this action.
- Only move the spring <2> far enough to unlock the tab on the spring. Do not overextend the spring.



Remove passenger front seat:

- Push the headrest into the lowest position.
- Move the front seat all the way forward and up.
- Remove rear bolts <3 and 4> from the seat rail.
- Move the front seat all the way to the rear in its highest position.
- Remove the front bolts <1 and 2> from the seat rail.



Position seat for removal:

- Move seat to its highest position.
- Move seat toward the rear so the front hole <arrow> for the seat frame bolt can be accessed (as shown).
- Ensure the rear holes for the seat frame bolts can also be accessed.
- Disconnect the connectors from the connector station in the floor. Connect the Airbag Lockout Adapter -VAS6282- to the thorax airbag connector.



Install -VAS871001-:

- To protect the sill panel before removing the front seat, install the Universal Vehicle Protector -VAS871001- <as shown>.
- Carefully remove the front seat from the vehicle.

! NOTE

Due to the weight and size of the front passenger seat, assistance from a second technician may be helpful in removing the seat.

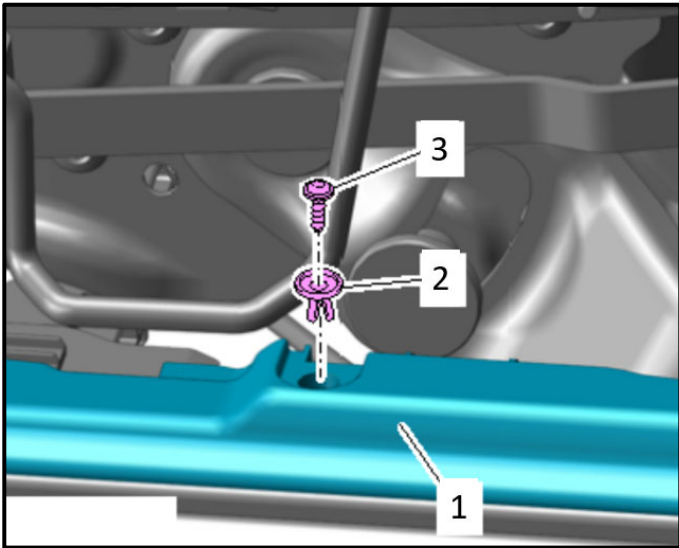


Attach seat to -VAS6136-:

- Attach the Seat Repair Fixture -VAS6136- to the Engine and Transmission Holder -VAS6095-.
- Fasten the front seat onto the Seat Repair Fixture -VAS6136-.

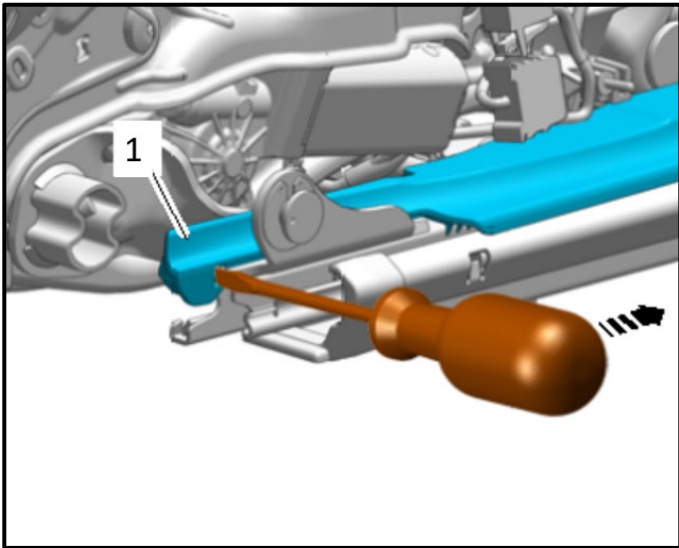
! NOTE

The seat rail trim may have to be removed in order to secure the front outer rail to the fixture.

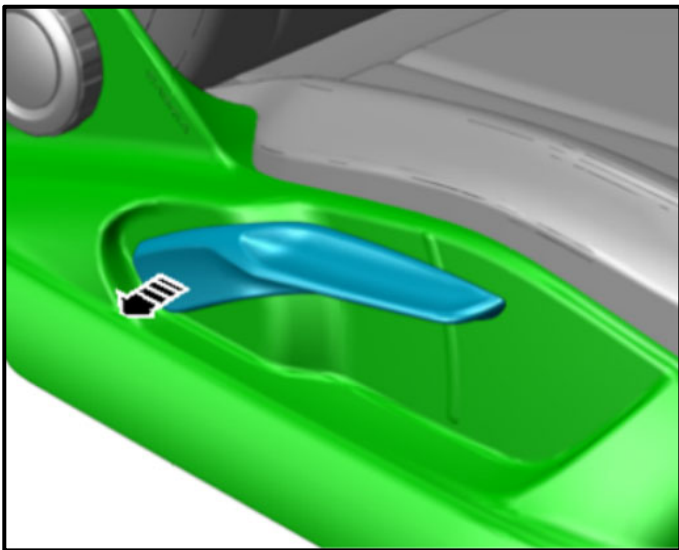


Remove seat rail trim:

- Move the front seat into its highest position.
- Remove the threaded stud <3> and remove the expanding clip <2> from the center seat rail cover <1>.

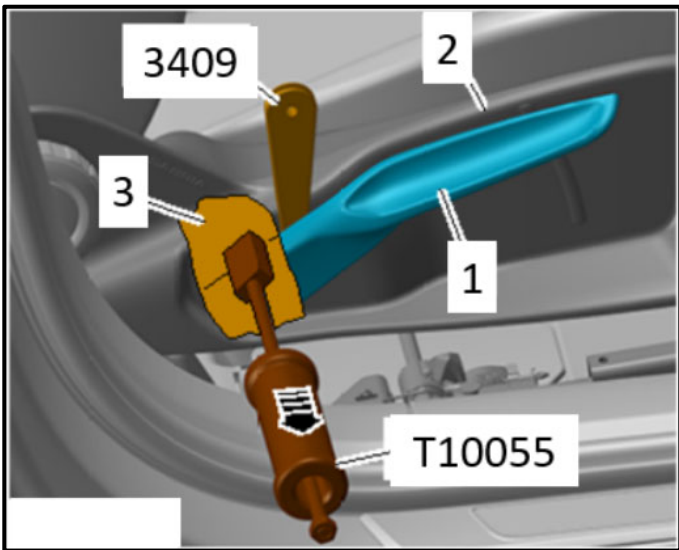


- Carefully release the rear hooks on the seat rail using a screwdriver <arrow>.
- Slide the center seat rail cover <1> in the direction of travel and remove it.



Remove seat height adjuster handle (MANUAL seats):

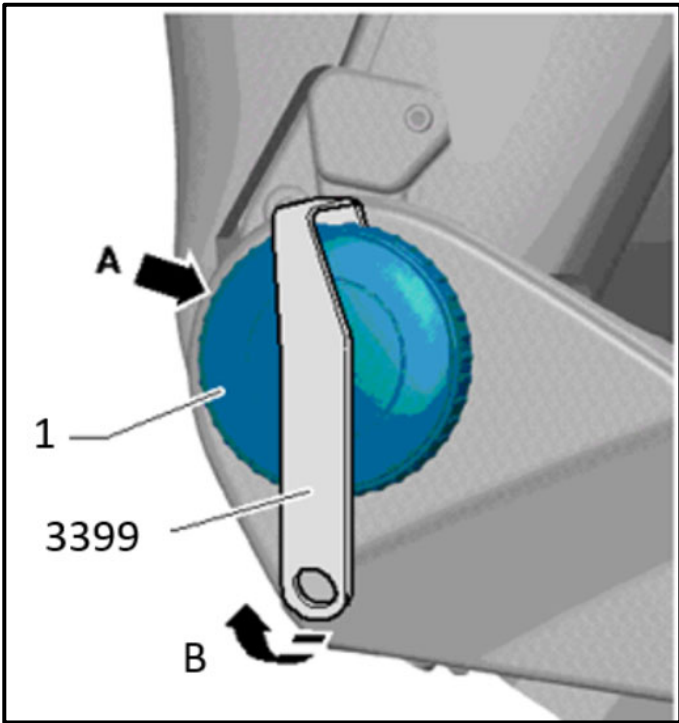
- Move the front seat all the way forward and up.
- Remove the handle for the seat height adjustment to the side from the seat <arrow> using the -3409-.



TIP

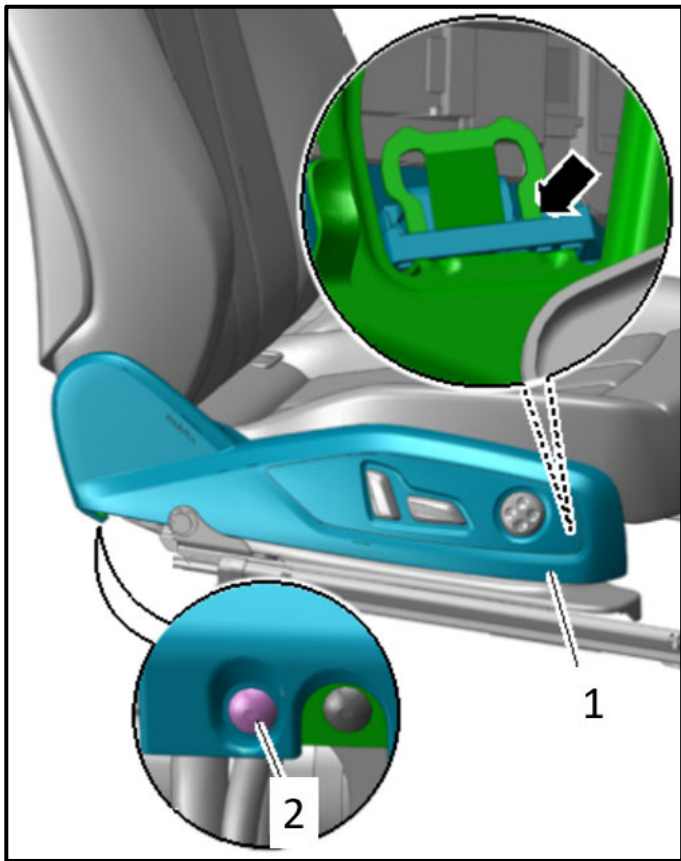
If the handle cannot be removed, proceed as follows:

- Slide the <3409> between the handle <1> and the seat side trim <2>.
- To protect the seat side trim, place a cloth <3> between the trim panel and -T10055- before positioning the tool.
- Position the -T10055- as shown on the lever and remove the lever from the seat <arrow>.



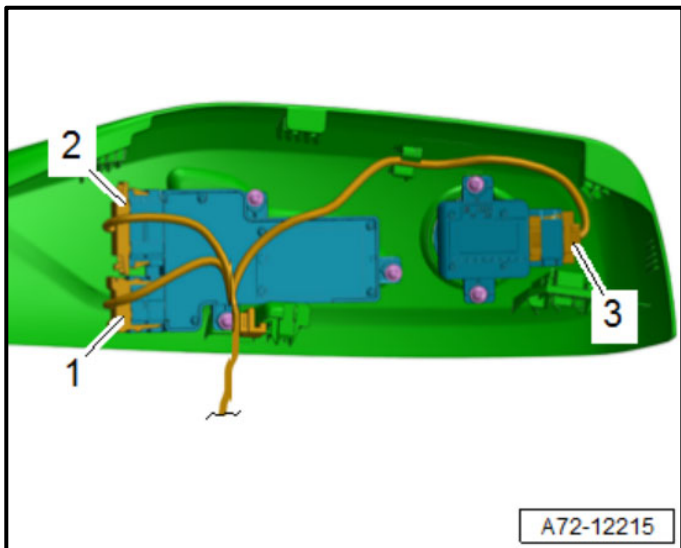
Remove backrest adjustment hand wheel (MANUAL seats):

- Turn the seat back adjustment wheel <1> until one catch is visible from behind <arrow A>. Use a flashlight if necessary.
- Using the Assembly Tool -3399-, carefully pry the adjustment wheel off the seat <direction of arrow B>.
- Turn the seat back adjustment wheel 120° further and repeat the process.
- Remove the seat back adjustment wheel.

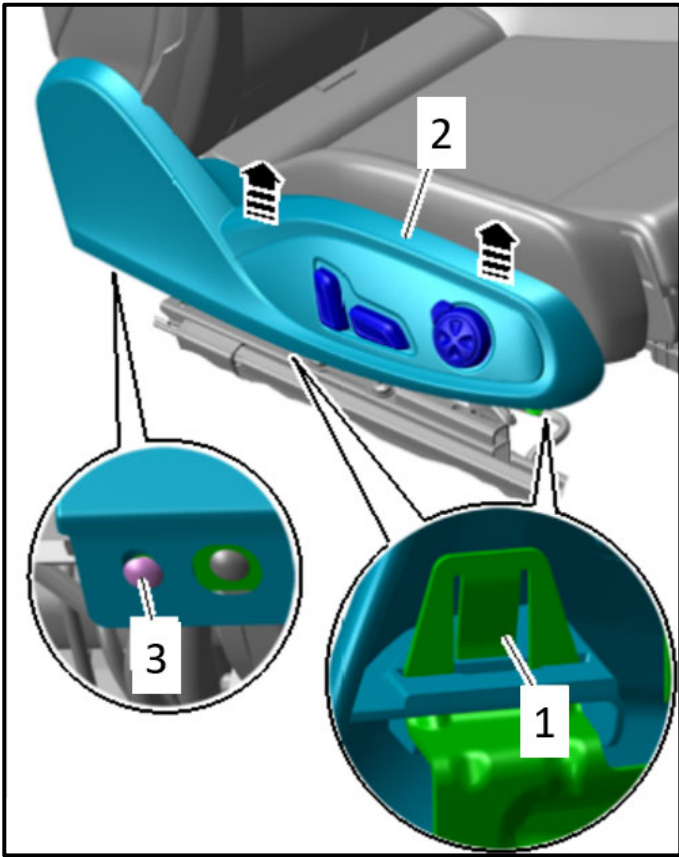


Remove sill side seat trim (standard/sport seat):

- Remove the expanding rivet (or bolt) <2>.
- Disengage the inner front bracket <arrow> on the seat side trim upward.
- Pull out the seat side trim <1> upward.
- Bend tab <arrow> back to its original position.

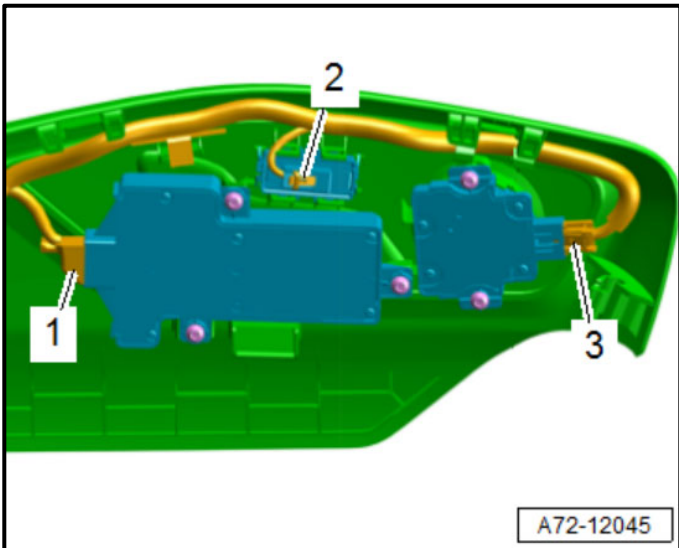


- Equipped on some models: disconnect the connectors:
 <1 and 2>: Front Passenger Seat Adjustment Control Head -E471-
 <3>: Front Passenger Seat Switch Module -E664-
- Free up the wiring harness.
- Remove the seat side trim on side sill side.

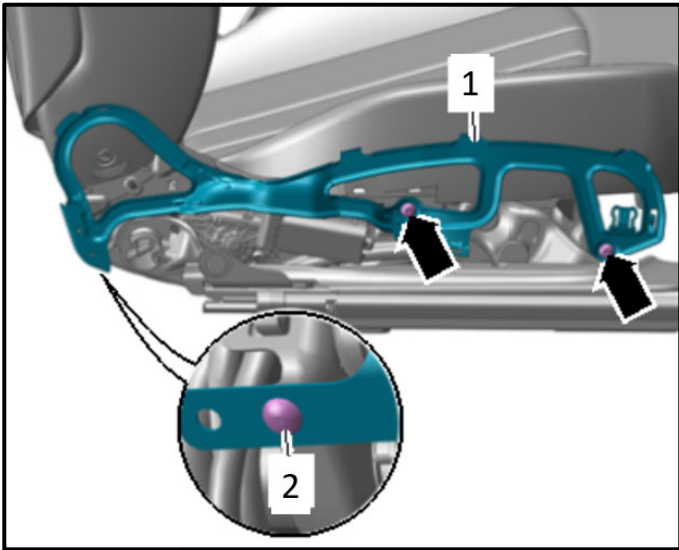


Remove sill side seat trim (standard/sport seat):

- Remove the expanding rivet <3> from the seat side trim on side sill side.
- Release the hook <1> using a screwdriver and remove the seat side trim.
- Remove the seat side trim <2> upward from the brackets <arrows>.
- Disengage the rear seat side trim on side sill side from the backrest hinge and the seat pan.
- Bend tabs <1> back to their original position.

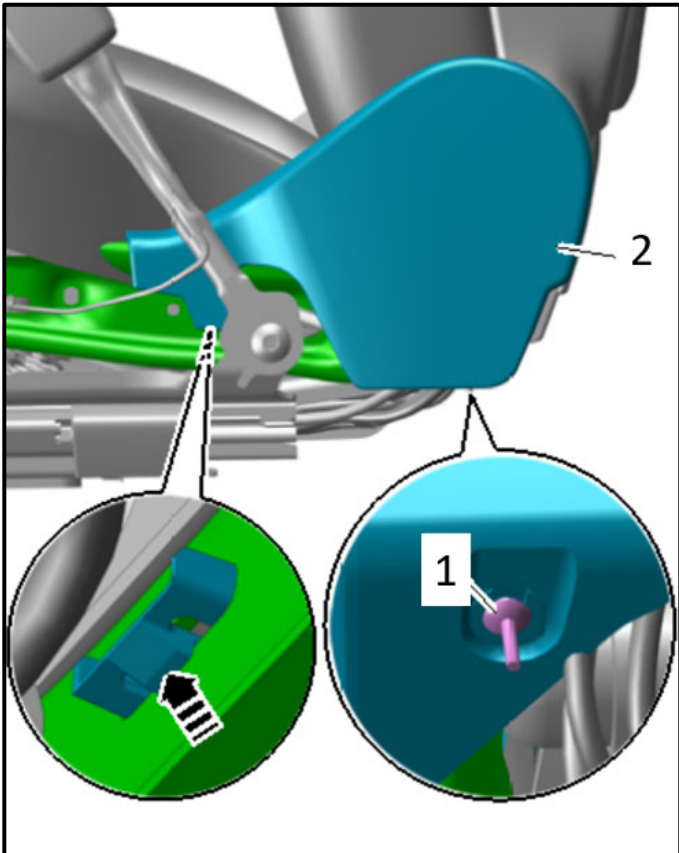


- Disconnect the connectors:
 - <1> Front Passenger Seat Adjustment Control Head -E471-
 - <2> Front Passenger Massage Function Button -E671-
 - <3> Front Passenger Seat Switch Module -E664-
- Free up the wiring harness.
- Remove the seat side trim on side sill side.



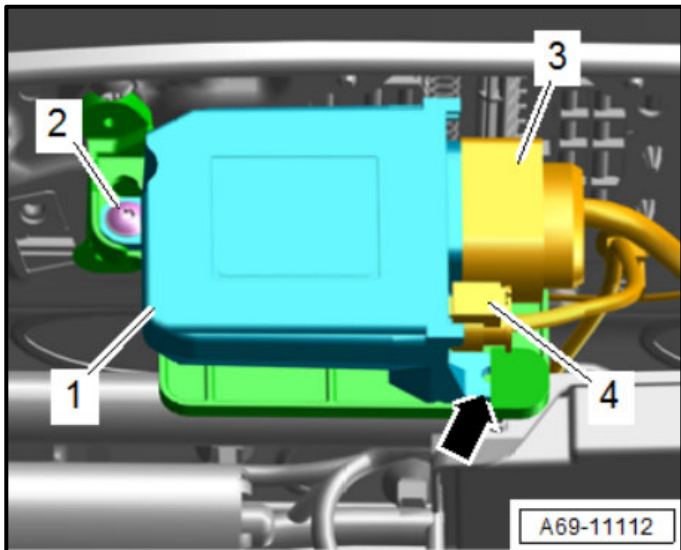
Remove seat trim bracket:

- Remove the expanding rivet (or bolt) <2>.
- Remove the bolts <arrows> and the bracket <1>.



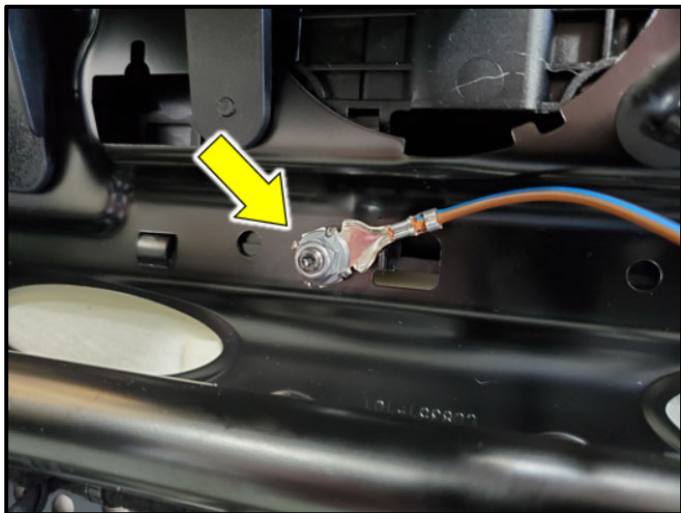
Remove tunnel side seat trim:

- Remove the expanding rivet <1>.
- Press down the tab <arrow> at the inside of the seat rail.
- Remove the seat side trim on the tunnel side <2>.



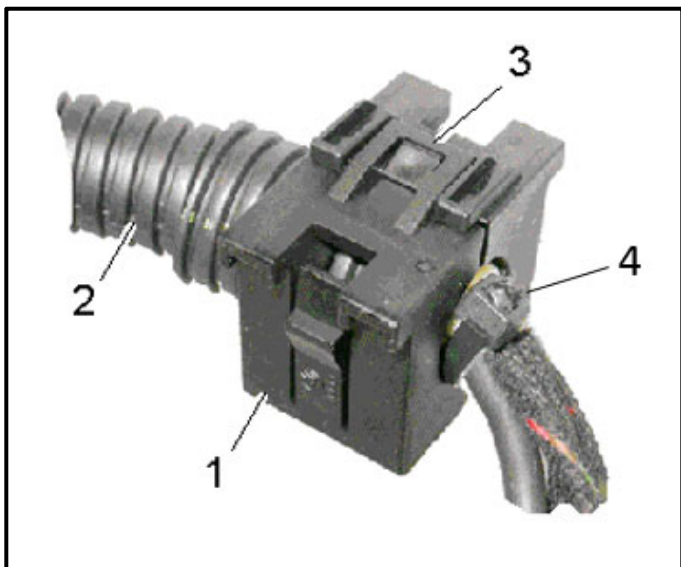
Remove PODS Control Module:

- Remove the bolt <2>.
- Disengage the control module <1> from the bracket <arrow>.
- Disconnect the connectors <3 and 4> from the control module by pressing the release.
- Set the PODS control module aside.

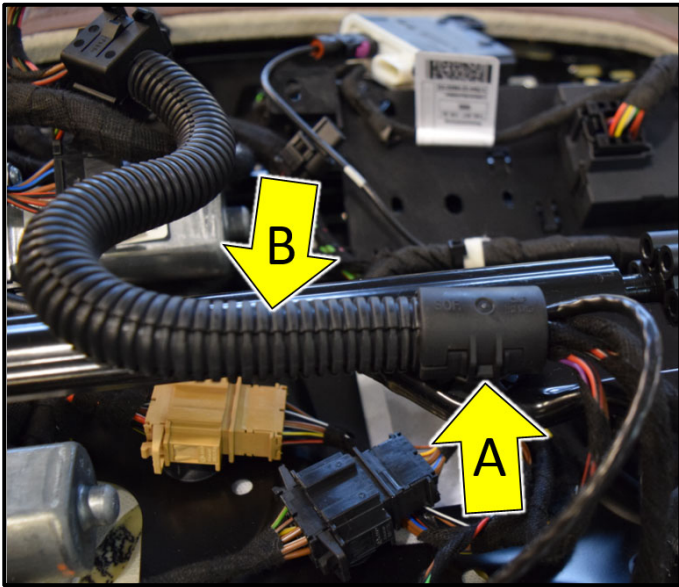


Free up wiring harness:

- Loosen nut <arrow> and free up the wire.



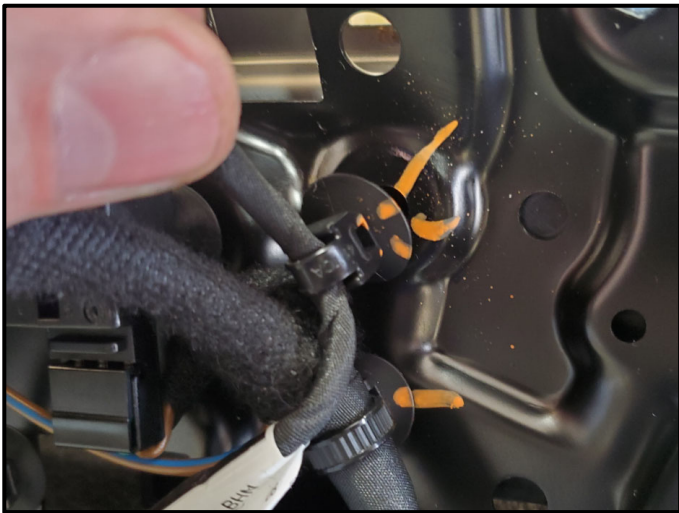
- Unclip lock <3> and open the front cable holder <1>.
- Remove the cable holder from the corrugated tube <2>.
- Cut cable tie <4>.



- Using a small, flat-blade screwdriver (or equivalent), open the rear wiring bracket <arrow A>.
- Remove the corrugated tube <arrow B> from the bracket.
- Remove the outer corrugated tubes from the wiring harness.

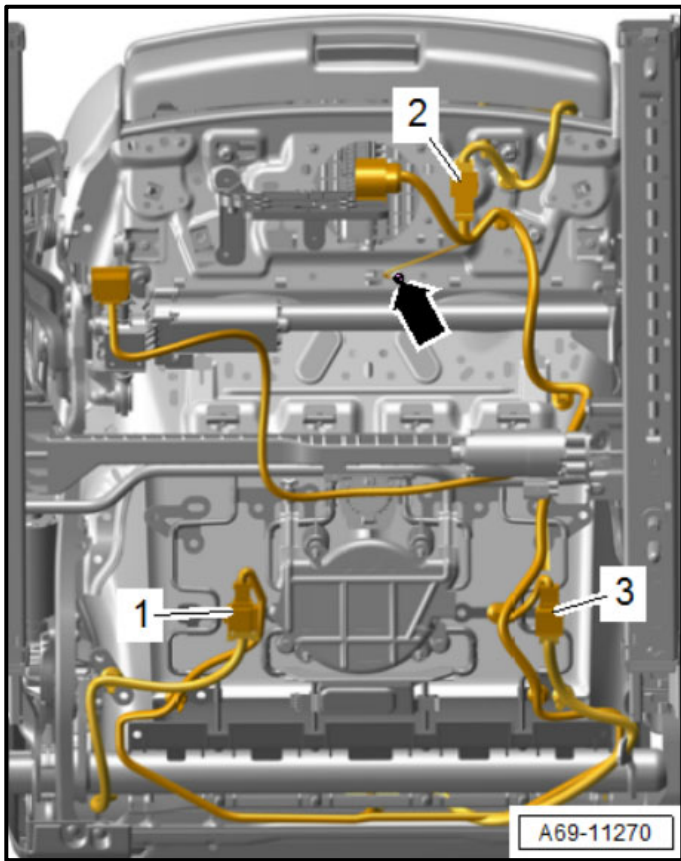
TIP

To aid in proper reassembly, the wiring harness should be marked with a paint pen, masking tape, etc. to mark the position of the corrugated tube.

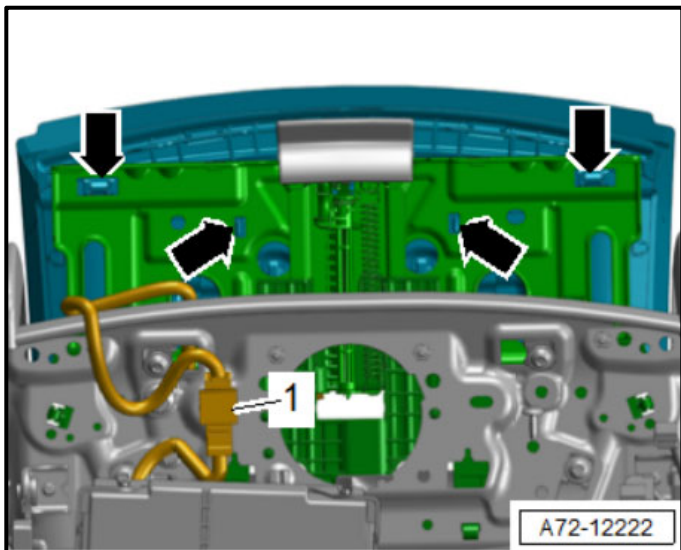


NOTE

- Take photos of wiring harness location prior to removal.
- Mark the location of each removed wiring harness clip.
- There may be slight variations of harness routing depending on vehicle equipment.

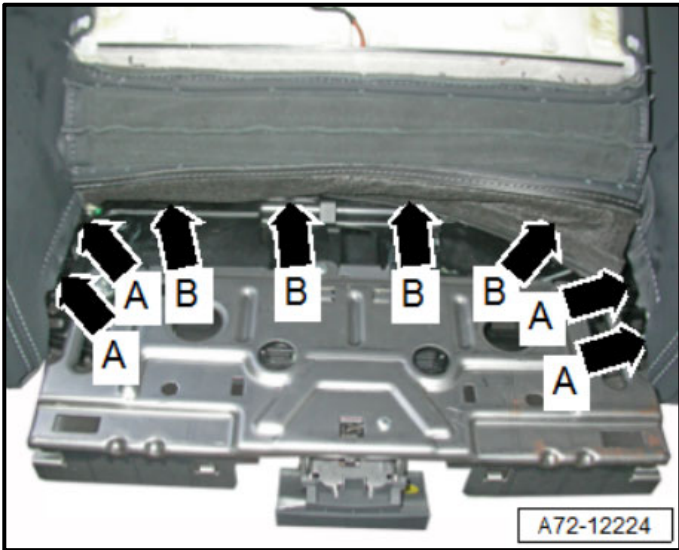


- Disconnect the connectors <1, 2 and 3>.
- Unclip and free up the wiring harness from the seat pan.



Disengage seat depth adjuster cushion (if equipped):

- Disconnect the connector <1>.
- Release the hooks <arrows>, and fold the retaining plate with cushion and cover toward the rear.
- Pay close attention to the routing of the wiring harness.



- Disengage the contour wire on the left and right side from the hooks <A arrows>.
- Using the -T40207- or -3370-, disengage the cover clamping strip from the hooks <B arrows>.

⚠ CAUTION

There is a risk of damaging the tabs.

- Proceed very carefully when clipping and unclipping.
- Gently pulling the molding out of the tabs parallel with the seat frame in the direction of <arrow>, will prevent damage to the tabs.



! SEAT VERSIONS WITH VENTILATED SEAT

Vehicles with ventilated seats will be repaired with a kit which includes the seat cover and seat heating element.

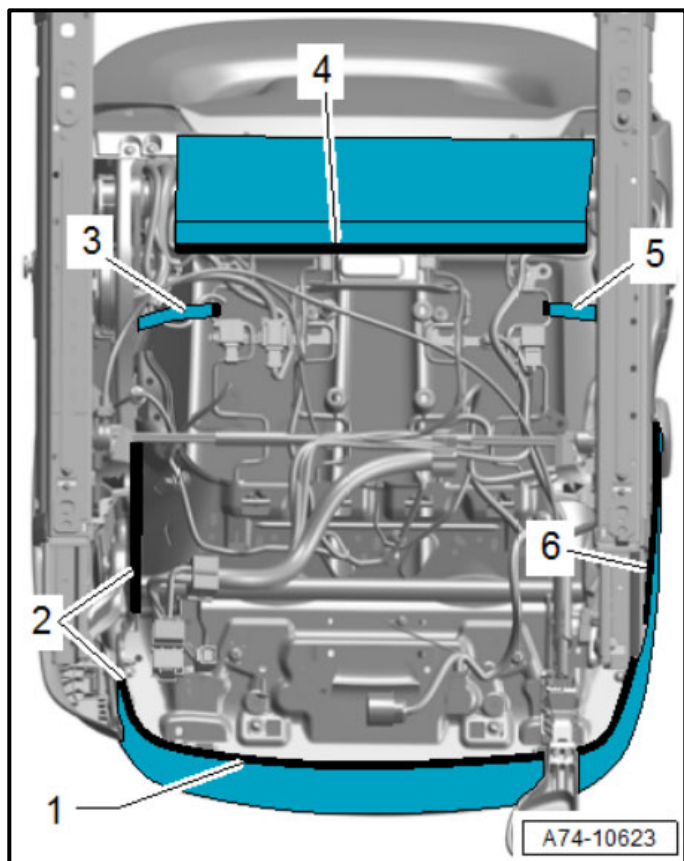
These vehicles will have one of the following criteria:

5D	VT	TV	NG	LG	ID
IB	GN	GL	D5	DZ	DI

The following steps describe removing the seat cover AND cushion.

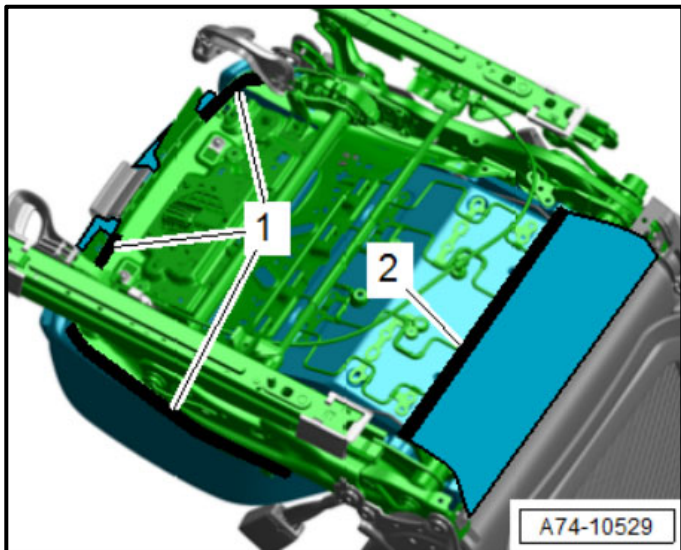
The seat cushion should remain on the seat pan when replacing the seat cover on versions with a ventilated seat. Do not remove the cushion from the seat pan.

Ensure the ventilation fan does not separate from the seat cushion during the repair.



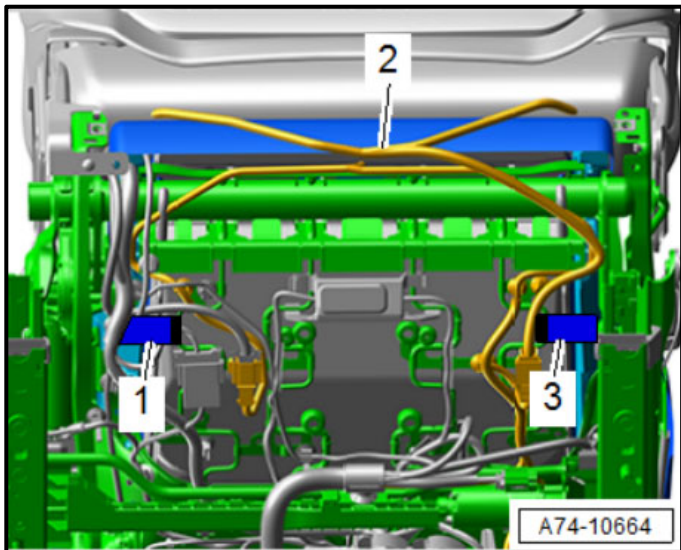
Disengage seat cover from seat frame and remove seat cushion (standard/sport seat):

- Disengage the cover molding <1> using the Backrest Panel Tool -3370- (versions without seat depth adjuster).
- Disengage the cover molding <2, 4 and 6> in the front and side areas using the Backrest Panel Tool -3370-.
- Disengage the left and right hooks <3 and 5>.
- Remove the cover and cushion from the seat pan, while guiding the seat heating wiring harness out at the same time.



Disengage seat cover from seat frame and remove seat cushion (Super Sport seat):

- Disengage the cover molding <1> in the front and side area using the Backrest Panel Tool -3370-.
- Disengage the molding <2> on the cover at the back using the Backrest Panel Tool -3370-.



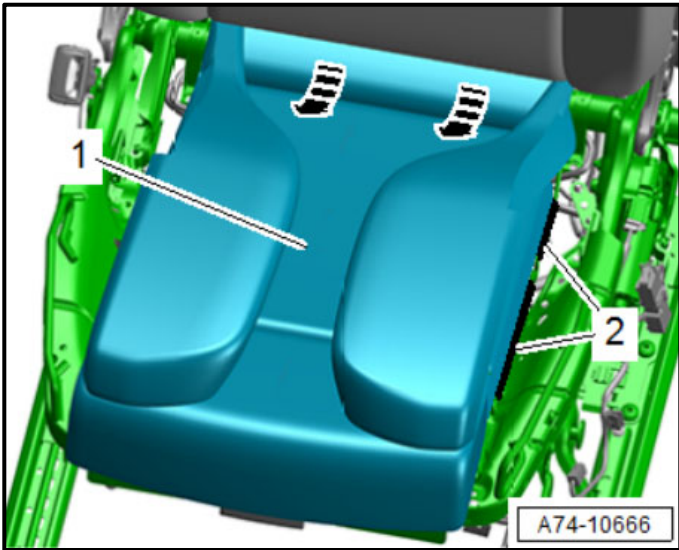
- Disengage the tabs <1 and 3> from the bottom of the seat pan.
- Equipped on some models: disconnect the connector for seat bolster heating and free up the wires <2>.



- Remove seat covering <1> from side bolsters <2>.

! NOTE

The side bolsters do not require removal.



- Disengage the molding <2> at the bottom of the bracket on the seat pan.
- Repeat this procedure on the opposite side.
- Loosen the cushion with the cover <1> from the seat pan and remove carefully under the backrest forward <arrows>.
- Remove the cover and cushion from the seat pan while guiding the seat heating wiring harness out.

! SEAT VERSIONS WITH VENTILATED SEAT

Vehicles with ventilated seats will be repaired with a kit which includes the seat cover and seat heating element.

These vehicles will have one of the following criteria:

5D	VT	TV	NG	LG	ID
IB	GN	GL	D5	DZ	DI

The following instructions can be used for removal of the seat cover.

Instead of installing a new seat heating element, simply install the new repair kit complete with seat cover and seat heating element.

Separate seat cover from seat cushion:

- Remove cover <1> from the cushion <2> and cut upholstery clips <3> using pliers <4>.

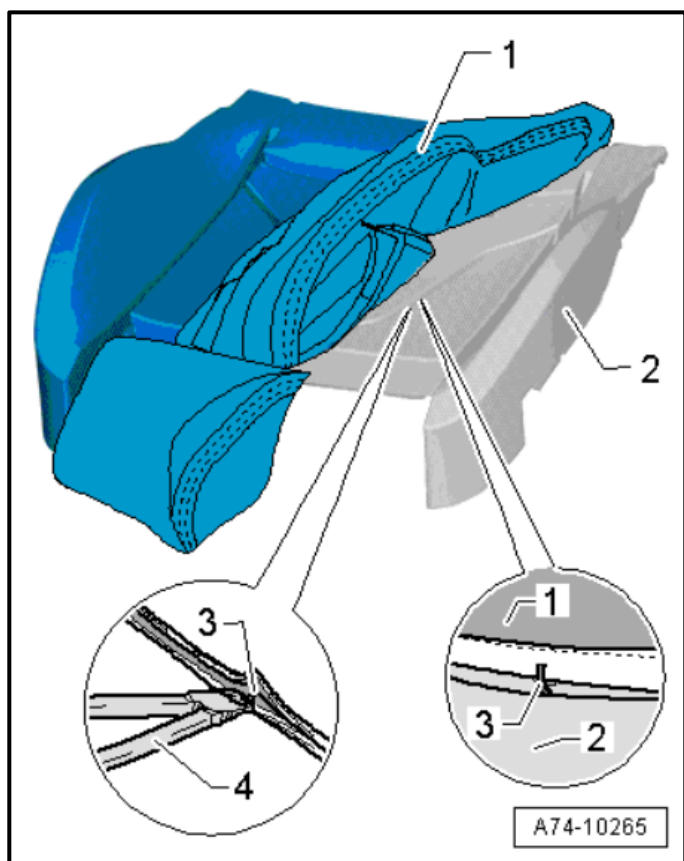
! NOTE

The number of clips varies based on seat style:

- Standard seat = approx. 29 clamps
- Sport seat = approx. 22 clamps
- Super Sport seat = approx. 5 clamps

While cutting these clips, some fragments may remain attached to the seat cover and cushion. **ALL** fragments of the old clips **MUST** be removed from the seat cover and cushion prior to reassembling the seat.

- Versions with ventilated seats:
 - Proceed to reinstalling seat cover.



A74-10265



Prepare seat cushion for new seat heating element:

NOTE

Not required for ventilated seats or versions without seat heating.
Vehicles without seat heating require a new seat heating element to be installed on a new cushion.

- Do not remove the old seat heating element. The new seat heating element will be installed over the old one.
- The wiring harness of the old seat heating element will be cut in the area of the <circle>.



NOTE

Not required for ventilated seats or versions without seat heating.

- Cut the wiring harness along the area shown.

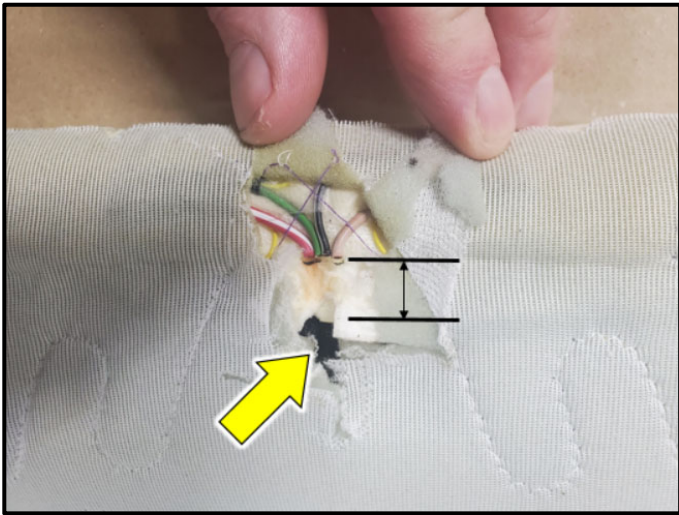


CAUTION

For vehicles with standard seats, only cut the wiring harness for the center seat cushion.
DO NOT cut the harness for the side bolster seat heating elements!!

NOTE

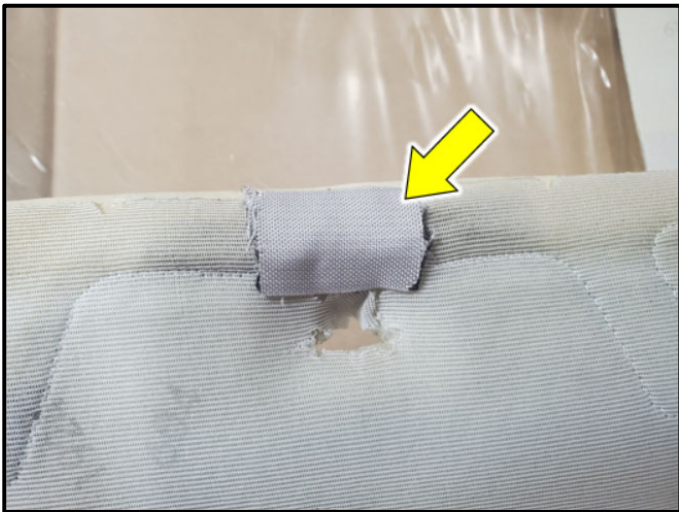
Not required for ventilated seats or versions without seat heating.



! NOTE

Not required for ventilated seats or versions without seat heating.

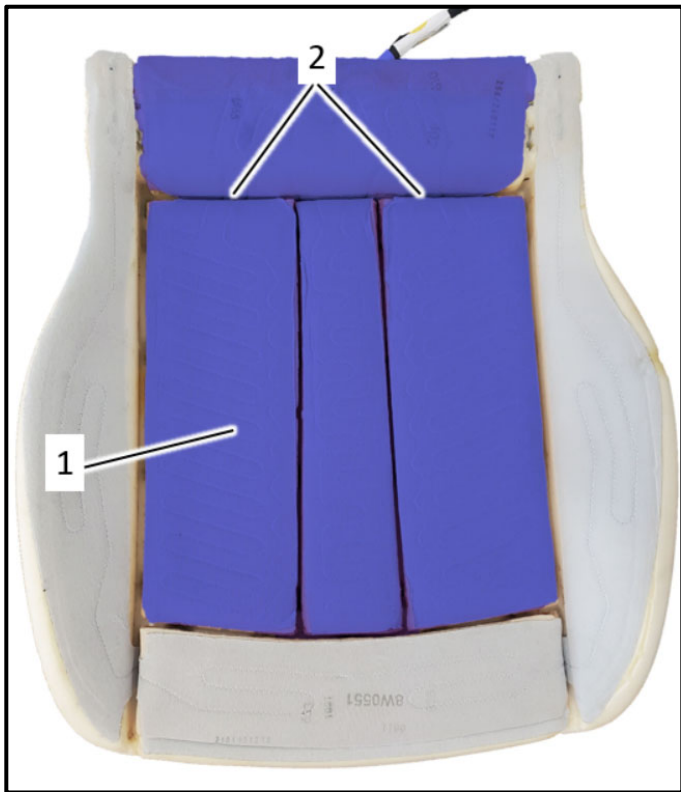
- Ensure the harness is cut so the exposed wires are far enough away from the opening <arrow>. This will prevent damage to the new wiring harness.



! NOTE

Not required for ventilated seats or versions without seat heating.

- Place a piece of cloth tape <arrow> over the exposed wires. If necessary, use more than one layer.



Install new seat heater element:

! SEAT VERSIONS WITHOUT SEAT HEATER

Vehicles without seat heaters will be repaired by installing a new seat heater element onto a new seat cushion.

These vehicles are identified with Criteria 1D.

The following instructions can be used for installing a new seat heater element onto the new seat cushion.

- Feed the wiring harness through the opening in the seat cushion.
- Peel off the protective backing and place the new seat heating element <1> directly over the existing seat heating element.
- Ensure there are no wrinkles or large air pockets between the seat heating element and the seat cushion.
- Ensure the fabric is pressed evenly into the valley <2> of the seat cushion.

! NOTE

Standard seat shown. Installing seat heater element on Sport and Super Sport seats is similar.

Criteria	Part Number	Description
4Q	8W0-963-556-C	Heating Element
2D	8W0-963-556-A	Heating Element
1A	8W0-963-556	Heating Element

1D	8W0-963-556-A	Heating Element
	8W0-881-361-C	Seat Cushion



Reinstall seat cover:

- Installation is the reverse order of removal.

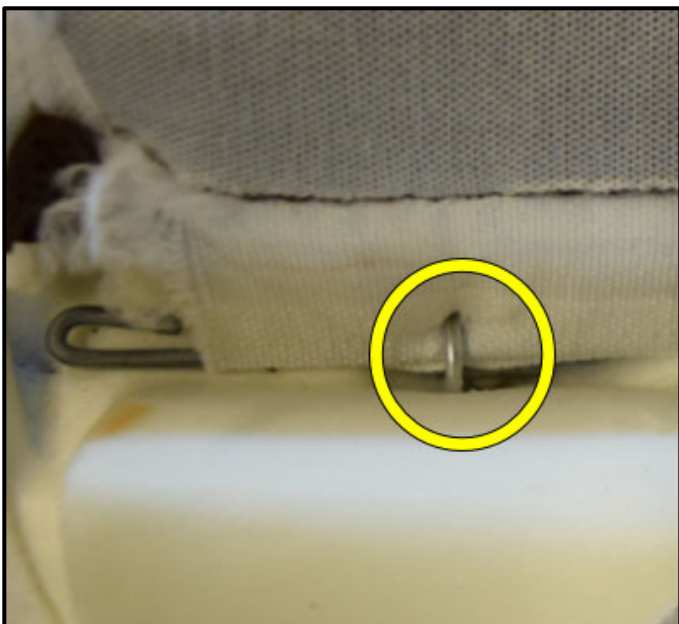
Versions with ventilated seats	
Criteria	Part Number
5D	8W0-881-406-A 25D
VT	8W7-881-406-J MTV
TV	8W0-881-406 MTV
NG	8W7-881-406-J KGN
LG	8W7-881-406-J KGL
ID	8W0-881-406-AH IID
IB	8W0-881-406-AH IIB
GN	8W0-881-406 KGN
GL	8W0-881-406 KGL
D5	8W7-881-406-D 25D
DZ	8W0-881-406-AH IDZ
DI	8W7-881-406-AE IIJ

- Start at the center rows and work outward using Upholstery Clip Pliers -VAG1634B-.

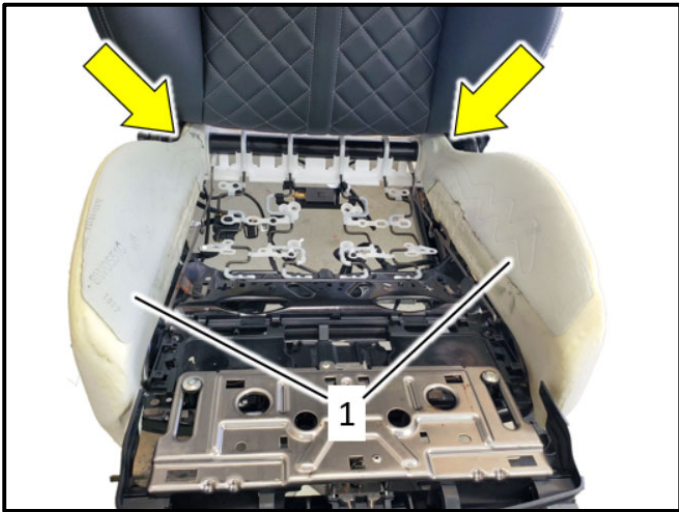
Part Number	Part Description
N -015-261-2	Upholstery Clamps

⚠ CAUTION

Ensure the seat heater is not damaged/pinched when installing clamps.

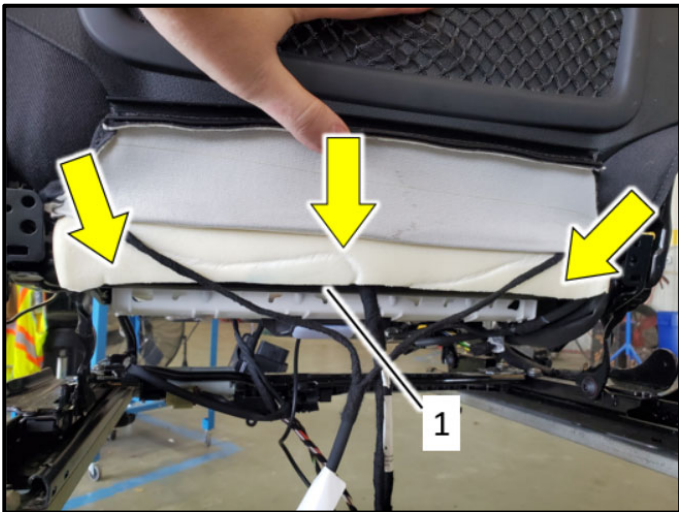


- Prior to fully clamping the upholstery clips closed, be sure each upholstery clip engages BOTH the webbing on the bottom side of the seat cover AND the fastening wire molded into the seat cushion as shown <circle>.

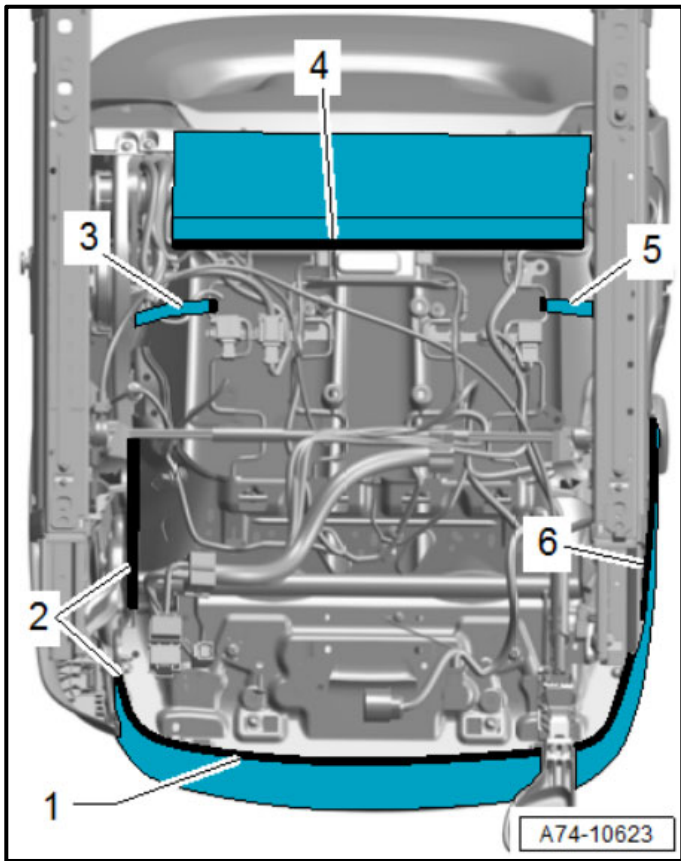


Reinstall seat cushion:

- Installation is the reverse order of removal.
- Versions with Super Sport seats: ensure the side bolsters <1> are fully installed over the seat frame at <arrows>.



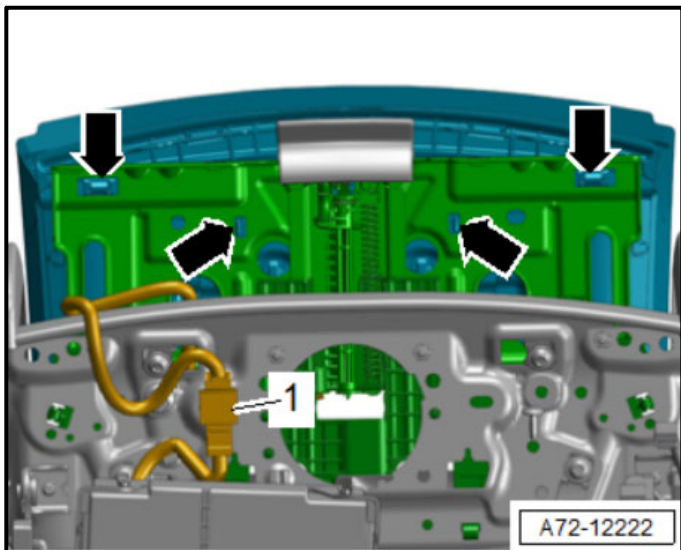
- Ensure seat foam <arrows> is fully engaged over the rear of the seat pan <1>.



- Engage the seat cover molding onto the seat pan in the reverse order of removal.

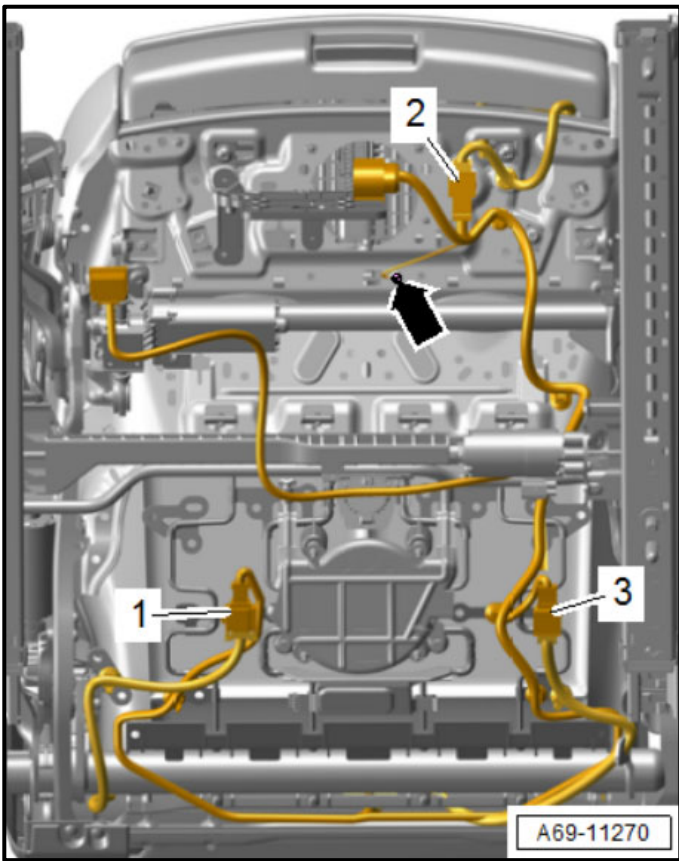
NOTE

Standard seat shown. Procedure for Sport and Super Sport seats is similar.



Reinstall seat depth adjuster (if equipped):

- Installation is the reverse order of removal.
- Connect and secure connector <1>.



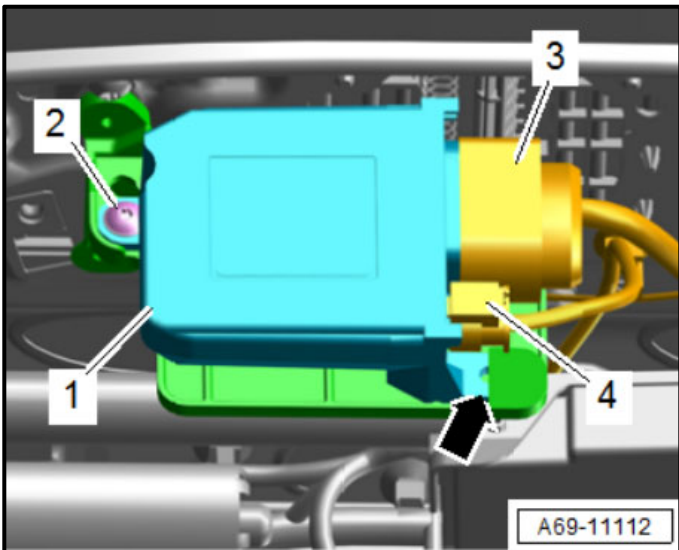
Reconnect wiring harness:

- Reference previously made marks and photos and secure wiring harness.
- Reconnect all connectors.



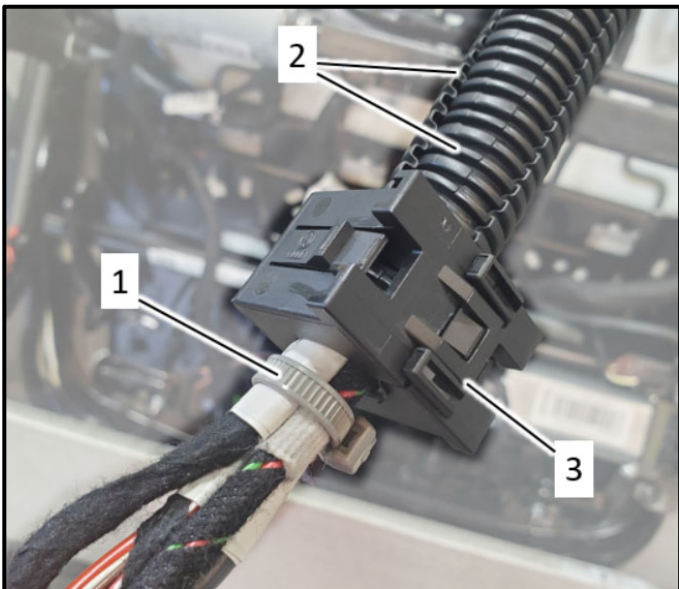
Reinstall ground cable:

- Position ground cable as shown and torque nut <arrow> to 1.5 Nm.
- DO NOT OVERTIGHTEN.



Reinstall PODS Control Module:

- Installation is the reverse order of removal.
- Torque nut <2> to 1.5 Nm.
- Connect connectors <3> and <4>.



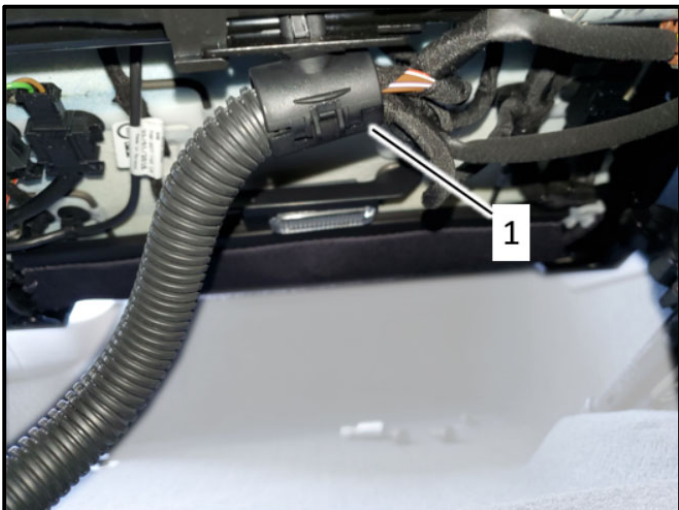
Re-secure seat wiring harness:

- Install new tie wrap <1>.

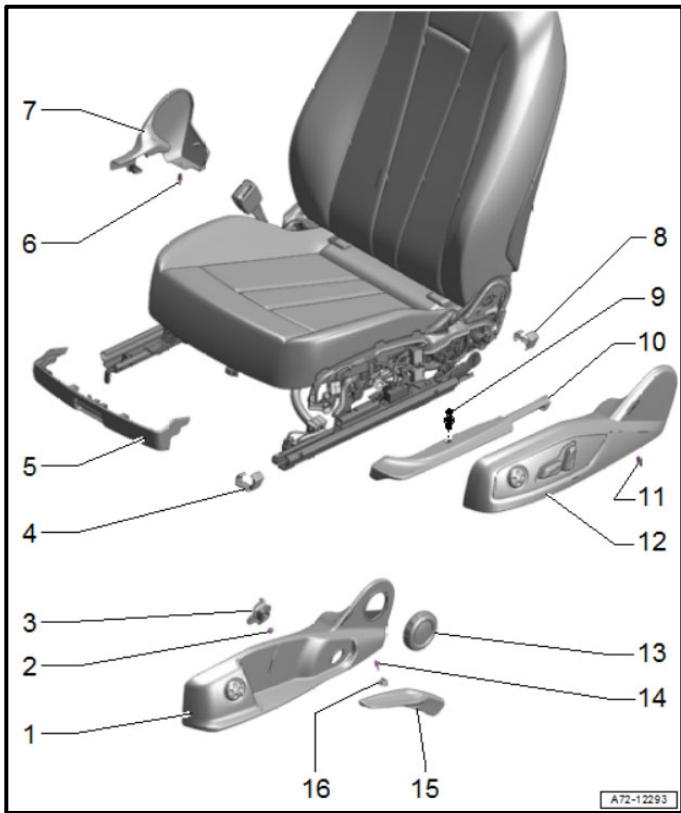
! NOTE

Any suitable tie wrap, which is similar in width to the original, can be used.

- Install both corrugated tubes <2>.
- Install cable holder <3>.

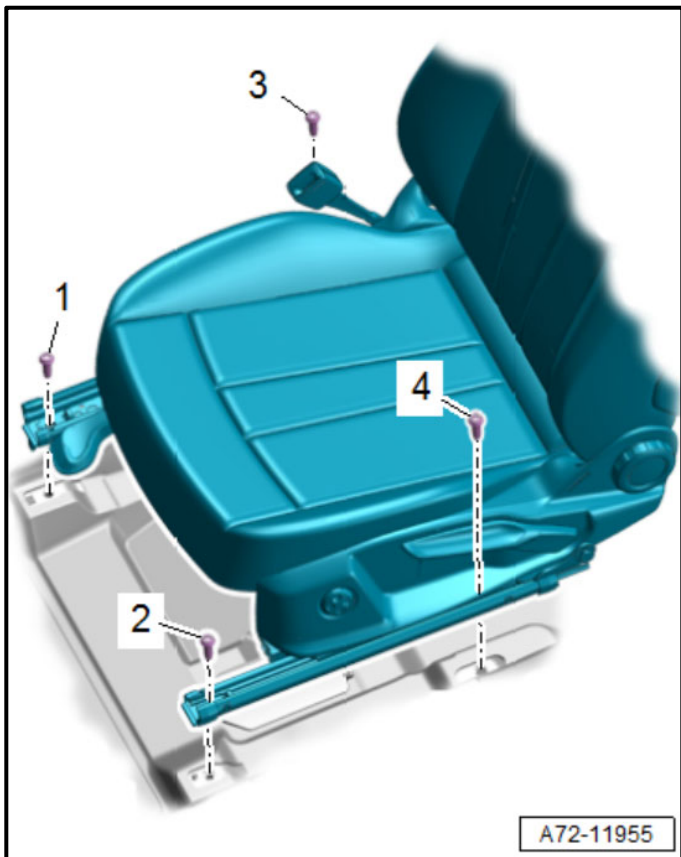


- Install and secure cable holder <1>.



Reinstall seat trim brackets and seat trim:

- Installation is the reverse order of removal.
- Connect and secure seat adjustment electrical connectors.
- Torque fasteners for seat trim bracket to 7.5 Nm.



Reinstall seat:

- Place seat inside vehicle.

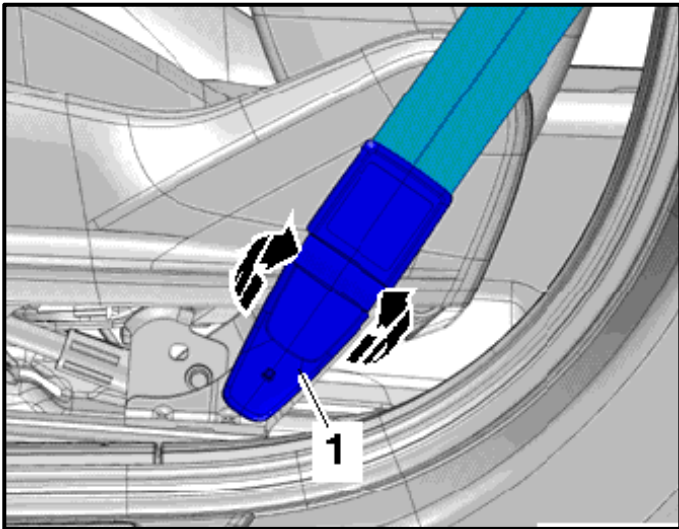
WARNING

Before handling pyrotechnic components (for example, connecting the connector), the person handling it must “discharge static electricity”. This can be done by touching the door striker, for example.

CAUTION

The ignition must be switched off before connecting airbag connector.

- Disconnect the -VAS6282- from the thorax airbag harness connector.
- Reconnect connectors.
- Torque seat bolts to 50 Nm.
- Reinstall seat rail end covers in the reverse order of removal.

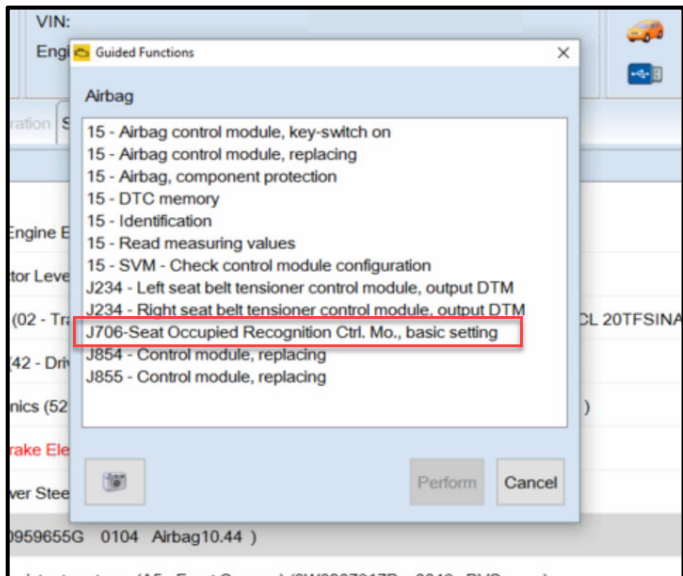


Reinstall belt end fitting:

- Installation is the reverse order of removal.

Proceed to Section C

Section C – PODS Basic Settings



- Connect a battery maintainer.
- Switch the ignition ON.
- Connect the VAS tester to the vehicle.
- Using ODIS, perform a complete GFF scan of the vehicle.
- Select the Guided Functions menu for 0015 - Airbag Control Module.
- Perform the test plan “J706 – Seat Occupied Recognition Ctrl. Mo., basic setting”.
- Follow the on screen prompts.
- Exit GFF.

TIP

Repair related faults stored in the airbag control module may have to be cleared prior to performing PODS basic settings.

Proceed to Section D

Section D – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section E**

Section E - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.