

Safety Recall

Code: 74D9



Subject Passenger Occupant Detection System (PODS)

Release Date August 27, 2019

Affected Vehicles

Country	Model Year(s)	Vehicle
USA	2018	S5 COUPE
USA	2017-2018	A4 SEDAN
USA	2017	A4 ALLROAD
USA	2018	S4 SEDAN
USA	2018-2019	RS5 SPORTBACK
USA	2018	A5 COUPE
USA	2018	S5 SPORTBACK
USA	2018	A5 CABRIOLET
USA	2018	S5 CABRIOLET
USA	2018	A5 SPORTBACK
CAN	2018	S5 SPORTBACK
CAN	2017-2018	A4 SEDAN
CAN	2018	S5 COUPE
CAN	2017-2018	A4 ALLROAD
CAN	2018	S4 SEDAN
CAN	2018	RS5 SPORTBACK
CAN	2018	A5 COUPE
CAN	2018	A5 SPORTBACK
CAN	2018	S5 CABRIOLET
CAN	2018	A5 CABRIOLET

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 In certain cases, the aluminum shielding on the PODS harness under the seat may not be fitted tight enough to the harness which may allow partial surface corrosion in that area which causes a mostly sporadic error code to occur. As designed, the passenger occupant detection system (PODS) switches off the passenger airbag if a malfunction is detected. 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 Cable ties will be applied at two different points of the harness under the seat which tightens the fit of the aluminum shielding and will interrupt the partial surface oxidation inside the harness and assures the electrical connection.

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, the customer should contact an authorized Audi dealership for inspection/repair without delay.

Parts Information

Parts Control Type: Allocation	<ul style="list-style-type: none"> Beginning the week of August 26, 2019 parts allocation will occur once a week for the part numbers below with planned delivery on Thursday. Allocation requests for additional parts will not be accepted. If there is an issue with the allocation quantity, please contact your Field Representative. Beginning the week of September 9, 2019 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 prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.
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Criteria	Part Number	Description	Qty. per Vehicle	Ordering Method
01	N -909-377-02	TIE WRAP	2	Allocation

Repair Projection Tool (right click to open): 

Code Visibility

Since August 01, 2019, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles.

Since August 01, 2019, this campaign code showed open on affected vehicles in Elsa.

Since August 01, 2019, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov

Owner Notification

Owner notification will take place in September 2019. 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.

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. ©2019 Audi Group of America, Inc. and Audi Canada. All Rights Reserved.

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	74D9						
Damage Code	0099						
Parts Vendor Code	002						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark cable tie as causal part*						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	01						
	Check passenger seat harness, cable ties already installed Labor operation: 0183 00 99 10 T.U. -OR- Check passenger seat harness, cable ties not installed; Install cable ties to passenger seat PODS harness Labor operation: 6956 49 99 25 T.U.						
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>2.00</td><td>N 90937702</td><td>Cable tie*</td></tr></tbody></table>	Quantity	Part Number	Description	2.00	N 90937702	Cable tie*
Quantity	Part Number	Description					
2.00	N 90937702	Cable tie*					

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: 19V547

**Subject: Safety Recall 74D9 – Passenger Occupant Detection System (PODS)
Certain 2017-2019 Model Year Audi Vehicles**

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 2017-2019 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** In certain cases, the aluminum shielding on the PODS harness under the seat may not be fitted tight enough to the harness which may allow partial surface corrosion in that area which causes a mostly sporadic error code to occur. As designed, the passenger occupant detection system (PODS) switches off the passenger airbag if a malfunction is detected. 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 install cable ties at two different points of the harness under the seat which tightens the fit of the aluminum shielding and will interrupt the partial surface oxidation inside the harness and assures the electrical connection. This work will take less than one hour 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?** 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, the customer should contact an authorized Audi dealership for inspection/repair without delay.
- 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)

This notice applies to your vehicle: <VIN>

Transport Canada Recall: 2019-361

**Subject: Safety Recall 74D9 – Passenger Occupant Detection System (PODS)
Certain 2017-2019 Model Year Audi Vehicles**

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? In certain cases, the aluminum shielding on the PODS harness under the seat may not be fitted tight enough to the harness which may allow partial surface corrosion in that area which causes a mostly sporadic error code to occur. As designed, the passenger occupant detection system (PODS) switches off the passenger airbag if a malfunction is detected. 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 install cable ties at two different points of the harness under the seat which tightens the fit of the aluminum shielding and will interrupt the partial surface oxidation inside the harness and assures the electrical connection. This work will take less than one hour 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? 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, the customer should contact an authorized Audi dealership for inspection/repair without delay.

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 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.

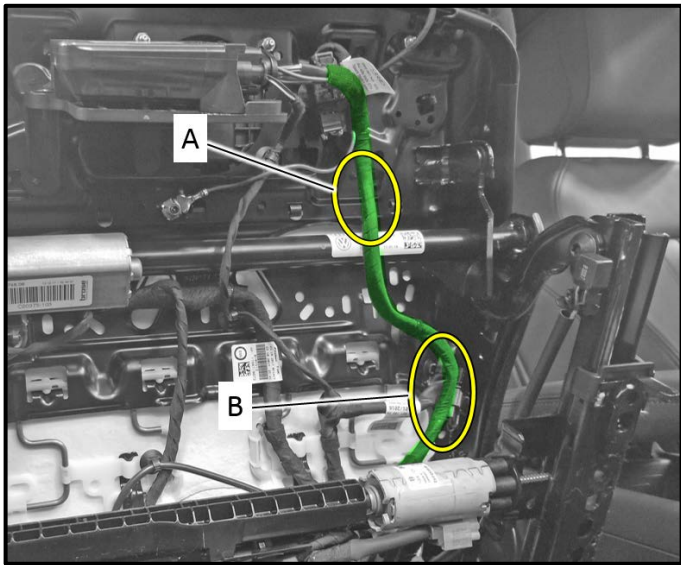
Sincerely,

Audi Customer Protection

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.

Repair Overview



- Install cable ties on PODS control module wiring harness.

NOTE

If fault, "B1225F1: Seat occupied recognition sensor mat shield wire, open circuit" is stored in the airbag control module, DO NOT diagnose or replace any components for this fault before performing this repair.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	2	N 909.377.02	Cable tie

NOTE

The specified part numbers reflect the status at the start of this recall. 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.

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 Audi dealer. ©2019 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Repair Instruction

Section A - Check for Previous Repair

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

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.

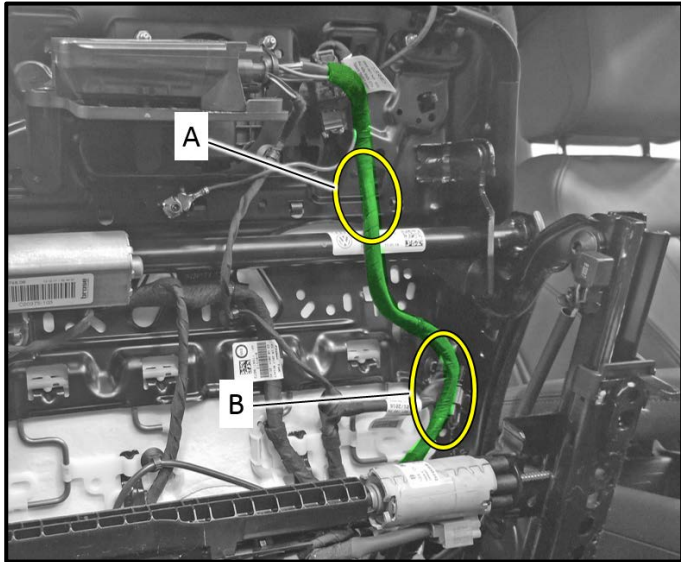
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Install Cable Ties

CRITICAL REPAIR STEP

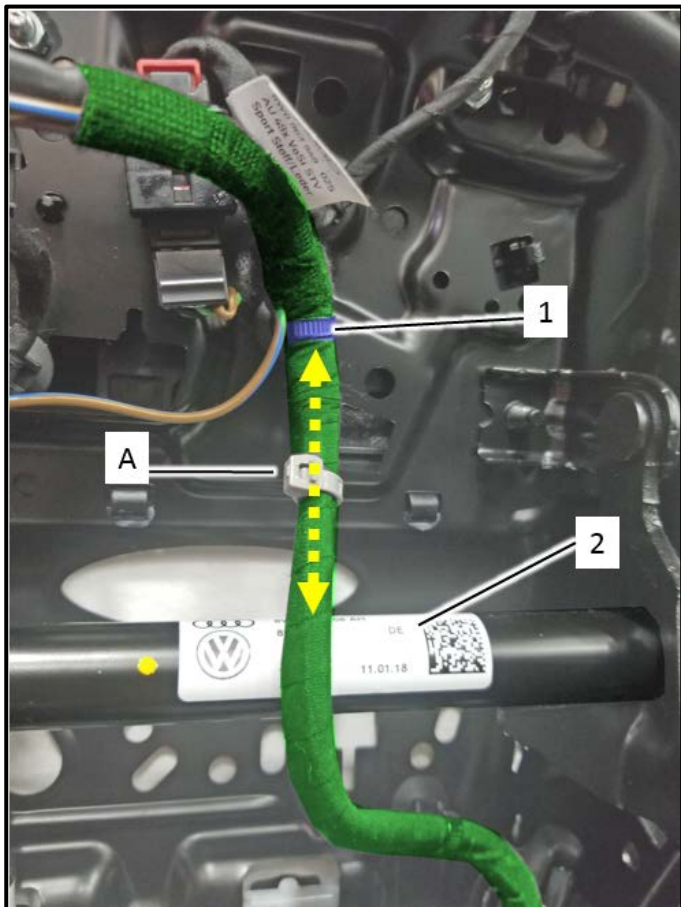
When tightening the cable ties, only tighten them by hand. Do not use any tools to tighten the cable tie as this can damage the harness. To ensure that proper tension is achieved check that the cable ties cannot be rotated on the harness by hand. Then cut off the excess length from the tie wrap.



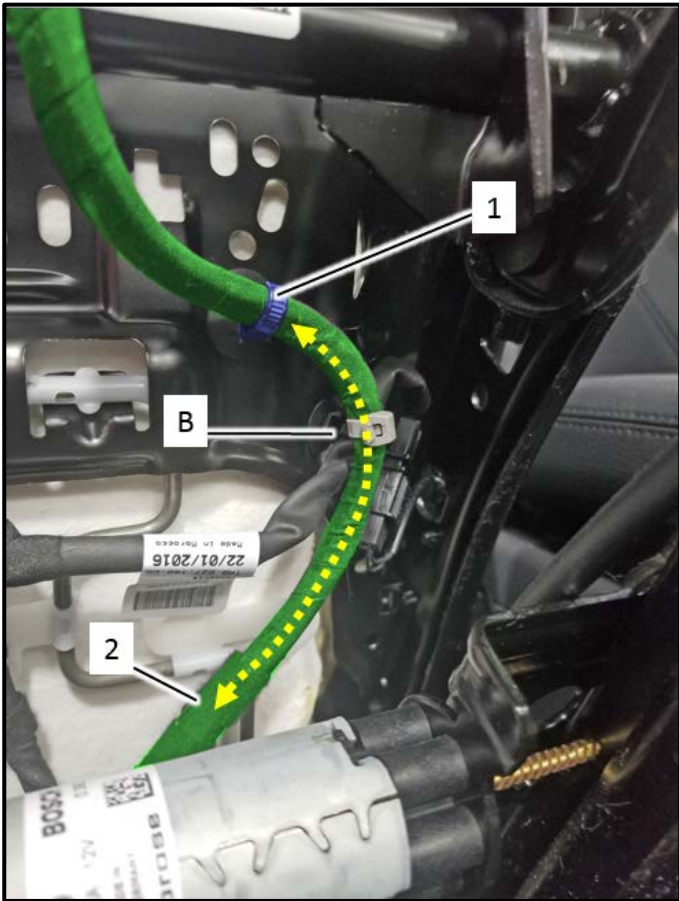
- Adjust passenger front seat to its most rearward and highest position.

NOTE

- The seat does not require removal for this repair.
- DO NOT ATTACH THE HARNESS TO THE SEAT FRAME. The cable ties are only applied to the wiring harness.
- New cable ties <A> and are applied to the PODS control module wiring harness in the areas shown.



- Attach the first cable tie <A> in the yellow marked area between the securing clip <1> and the seat frame cross bar <2>.
- Cut off the excess cable tie material.



- Attach the second cable tie < cable B > in the yellow marked area between securing clips < 1 > and < 2 >.
- Cut off the excess cable tie material.
- Move seat back to its original position.

Proceed to Section C.

Section C – 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.