



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



May 3, 2022

[REDACTED]
[REDACTED]
Eagan, MN [REDACTED]

NEF-109 tgd
Ref. No. 11457955

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2017 Audi A4 vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists related to unintended acceleration or a loss of vehicle control in MY 2017 Audi A4 vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

In addition, we entered your vehicle identification number (VIN) into our VIN Look Up Tool and noticed that NHTSA Safety Campaign No. 21V-874 is open on your vehicle (enclosed). This recall addresses a problem with the cable connecting the seat heater to the Passenger Occupant Detection System (PODS), which may have a contact fault that causes the software to misdiagnose a malfunction and disable the passenger air bag. We recommend that you schedule an appointment with Audi to have this recall repair completed on your vehicle.

We also encourage you to continue to work with Audi and your dealer to explore the potential for an amicable resolution to your problem. You may ask your dealership for a meeting with an Audi district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Minnesota Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter.

There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Search for Open Recalls by VIN

Enter VIN:

Search

The results will show up below. (To search by another VIN simply replace the previous VIN entered above and select Search. To avoid the reCAPTCHA challenge, do NOT use the new VIN option at the bottom of the results)



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Search Safety Problems

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Recalls Results by VIN - Vehicle Identification Number

Print

VIN: WAUFNAF4XHN

Year: 2017 Make: AUDI Model: A4 Sedan 2.0T quattro S tronic

Number of Open Recalls: 1

NHTSA Recall Number: [21V874](#)

Recall Date: November 10, 2021

Manufacturer Recall Number: 74E3

SUMMARY:

The affected vehicles are equipped with a passenger occupant detection system (also known as Body Sense) 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 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". 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.

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.

REMEDY:

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.

RECALL STATUS: **Recall INCOMPLETE**

MANUFACTURER NOTES:

If you should have any questions, please contact Audi Customer Experience at 1-800-253-2834 or via Contact Us page at www.audiusa.com.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: May 2, 2022

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Last Updated: March 2021. Version 1.2

Recall information for this manufacturer is only available going back to May 02, 2007. If