

**IMPORTANT SAFETY RECALL**

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 15V823

**Subject: Safety Recall 74D1 - Passenger Occupant Detection System (PODS)  
2012-2013 Model Year Audi A6 and A7 with Heated/Cooled Seats**

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 2012-2013 model year Audi A6 and A7 vehicles with heated/cooled seats. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
+1 800 253 2834  
[www.audiusa.com](http://www.audiusa.com)

**What is the issue?** In affected vehicles with climate control seats (heated/cooled), the Passenger Occupant Detection System (PODS) control module can malfunction due to stress/wear factors affecting an internal connector and/or a body-sensing mat in the seat. Should a malfunction occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag monitoring light and by the status of the Passenger Airbag OFF indicator light. In this situation, a front passenger seat occupant risks injury in a crash because a malfunctioning PODS system may not make the correct airbag deployment decision for the type of occupant seated there.

**What will we do?** To help identify/correct this defect, your authorized Audi dealer will install a PODS system repair kit. This work will take about four hours to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. To help ensure that your dealer has the required parts for your vehicle on hand when you arrive at the dealership, please call ahead to schedule this repair. 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. For your convenience, you can also visit [www.audiusa.com](http://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 monitoring light and by the status of the Passenger Airbag OFF indicator light. In this situation, a front passenger seat occupant risks injury in a crash because a malfunctioning PODS system may not make the correct airbag deployment decision for the type of occupant seated there.

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### **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 call or write to:

Audi of America, Inc.,  
Attn: Customer Experience (74D1)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-253-2834  
[www.audiusa.com](http://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](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer Experience or your authorized Audi dealer.

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. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection