



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 16, 2021

Mr. Chris Sandvig  
Volkswagen Group of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

NEF-107SS  
21V-874

**Subject:** Disabled Passenger Air Bag

Dear Mr. Sandvig:

This letter serves to acknowledge Volkswagen Group of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

AUDI/A4/2017-2020  
AUDI/A5/2018-2020  
AUDI/RS5/2018-2019  
AUDI/S4/2018-2020  
AUDI/S5/2018-2020

**Mfr's Report Date:** November 10, 2021

**NHTSA Campaign Number:** 21V-874

**Components:**

AIR BAGS:SENSOR:OCCUPANT CLASSIFICATION:FRONT PASSENGER SEATS

**Potential Number of Units Affected:** 208,332

**Problem Description:**

Volkswagen Group of America, Inc. (Audi) is recalling certain 2017-2020 A4 Allroad, A4 Sedan, 2018-2019 RS5 Coupe, 2019 RS5 Sportback, 2018-2020 A5 Cabriolet, A5 Coupe, A5 Sportback, S4 Sedan, S5 Cabriolet, S5 Coupe, and Audi S5 Sportback vehicles. The cable connecting the seat heater to the Passenger Occupant Detection System (PODS) may have a contact fault, causing the software to misdiagnose a malfunction and disable the passenger air bag.

**Consequence:**

A disabled passenger air bag increases the risk of injury in the event of a crash.

**Remedy:**

Dealers will replace the connecting cable and either the heating mat or entire seat cover, free of charge. Owner notification letters are expected to be mailed January 7, 2022. Owners may contact Audi customer service at 1-800-253-2834. Audi's number for this recall is 74E3. This recall is an expansion of Recall 19V-547 (74D9). Vehicles previously repaired under 19V-547 will need to return for the new remedy.



**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Volkswagen Group of America, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement