

Safety Recall

Code: 74HC



Subject	Passenger Occupant Detection System (PODS)				
Document History	Date		Summary		
	07/08/2025		Original publication		
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2022	2023	E-TRON GT	2,843
	USA	2022	2023	RS E-TRON GT	930
	CAN	2022	2023	E-TRON GT	299
	CAN	2022	2023	RS E-TRON GT	95
Problem Description	<p>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 <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none"> ✓ 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. <p>A manufacturing error 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 could be an increased risk of injury to the occupant seated in the front passenger seat if the passenger airbag is switched off/not working.</p>				
Precautions	Should a malfunction occur, vehicle occupants will be alerted by illumination of the airbag warning light, an error message displayed in the instrument cluster and by the status of the Passenger Airbag OFF indicator light. Owners with vehicle concerns are advised to contact an authorized Audi dealer to have the vehicle diagnosed.				
Corrective Action	Replace the front passenger seat cushion/PODS.				
Code Visibility	On April 11, 2025, the campaign code was applied to affected vehicles.				
Owner Notification	Owner notification will take place in July 2025. Owner letter examples are included in this bulletin for your reference.				
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>				

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	4J3-898-028-E	REP.SET	Reference POC comments individually by part number, or in the POC Campaign List
02	1	4J3-898-028-D	REP.SET	
01 or 02	6	N -015-261-2	CLAMP	

Initial Allocation: NO

There will be no parts allocation.

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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 a customer declines campaign work, refer to the “Customer Declines Campaign/Update Repair” section in the Campaign/Update Policy and Procedures Manual.

Service Number	74HC		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark REP.SET* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
LABOR			
Criteria	Labor Op	Time Units	Description
01 or 02	7201 19 00	SEE ELSA	Front seat remove+reinstall
	7413 19 60	SEE ELSA	Front seat cover remove+reinstall
	6956 55 51	SEE ELSA	Seat-occupied sensor replace
	2706 89 50	SEE ELSA	Battery charge <i>(claim only once per work order)</i>
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
PARTS			
Criteria	Quantity	Part Number	Description
01	1.00	4J3898028E	REP.SET*
02	1.00	4J3898028D	REP.SET*
01 or 02	Up to 6.00	N 0152612	CLAMP

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: 25V227

Subject: Safety Recall 74HC – 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 2022-2023 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

A manufacturing error 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 could 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 the front passenger seat cushion/PODS. 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 work, 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 work. 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 by illumination of the airbag warning light, an error message displayed in the instrument cluster and by the status of the Passenger Airbag OFF indicator light. Owners with vehicle concerns are advised to contact an authorized Audi dealer to have the vehicle diagnosed.

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Additional Information

- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- 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:1-888-275-9171); or go to <http://www.safercar.gov>.
- 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).

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: 2025-186

Subject: Safety Recall 74HC – 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?

A manufacturing error 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 could 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 the front passenger seat cushion/PODS. 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 work, 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 work.

Precautions you should take:

Should a malfunction occur, vehicle occupants will be alerted by illumination of the airbag warning light, an error message displayed in the instrument cluster and by the status of the Passenger Airbag OFF indicator light. Owners with vehicle concerns are advised to contact an authorized Audi dealer to have the vehicle diagnosed.

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Additional Information

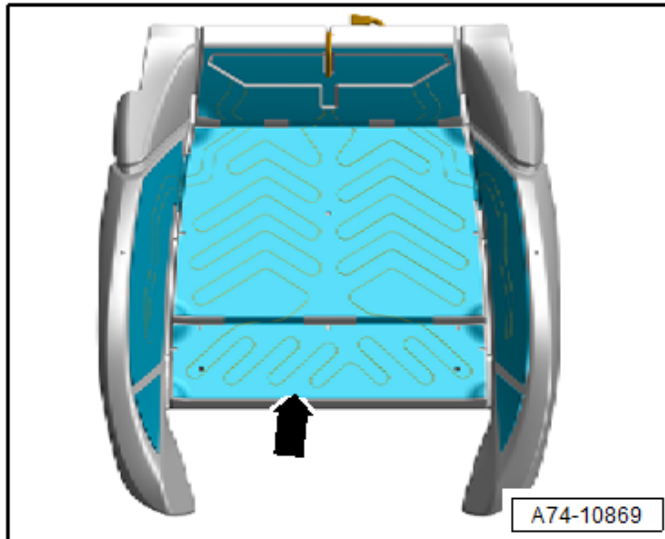
- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, 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



- Replace PODS sensor mat and seat cushion.

! 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 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.

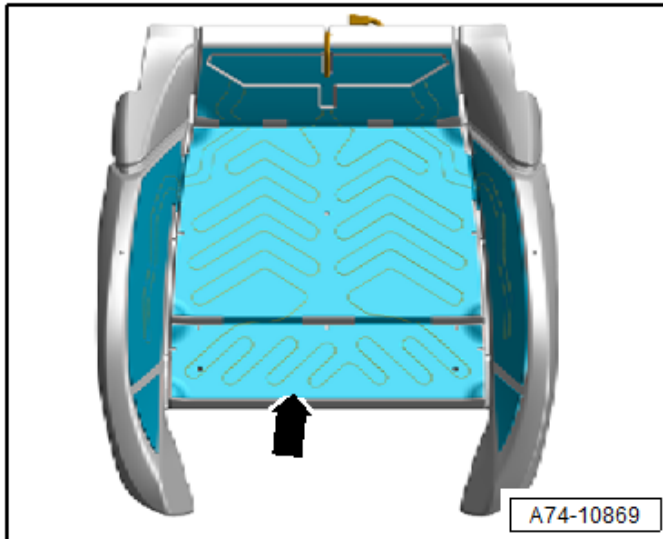
CRITICAL REPAIR STEP



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

Section B – Repair Procedure



Replace PODS sensor mat and seat cushion:

- Reference ELSA Repair Manual: *Repair manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Seat Occupant Detection System > Seat Occupant Detection System, Removing and Installing*
- Ensure the “seat occupant detection system control module, basic setting” is performed, as instructed in the repair manual steps.

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.

Proceed to Section D

Section D - 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.