



Safety Recall

Code: 74HE

Subject Heater Element Wiring Harness

Document History

Date	Summary
04/14/2026	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	TIGUAN	3,138
CAN	2025	2025	TIGUAN	946

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

The passenger occupant detection system (PODS) may experience a fault due to a crimp that could be missing at a connection point, potentially deactivating the front passenger airbag when the seat is occupied. If the fault occurs, the front passenger airbag would not deploy in the event of a crash, increasing the risk of injury to a front passenger seat occupant.

Corrective Action

Repair the affected wiring harness in the front passenger seat.

Precautions

If the recall condition is present in the vehicle, the airbag indicator light will turn on and off, indicating the passenger frontal airbag is not available. Until the recall repair is completed, owners should not allow anyone to sit in the front passenger seat.

Code Visibility

On December 12, 2025, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in April 2026. 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

USA Dealers - 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.

Canada Dealers – New Vehicles in Dealer Inventory: Dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

All Dealers - 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. Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwhub.com.

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
01	One kit will repair 10 cars	2GM-998-001-A	Repair Set	Reference POC comments individually by part number, or in the POC Campaign List

Initial Allocation:

YES

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference your dealer's Estimated Remaining Repairs by campaign to view your potential VIN population.

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	74HE		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark Repair set* (2GM998001A) as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	9709 41 99	30	Repair PODS wiring harness
	Add the following labor operation ONLY if the airbag light was illuminated and DTC B1225F1 was stored in the airbag module. The GFF Diagnosis ID must be entered in the claim comments.		
	0150 00 60	Time stated on diagnostic protocol	GFF Operations (<i>fault clearing</i>)
	PARTS		
	Quantity	Part Number	Description
	0.10	2GM998001A	Repair set*

Continued on next page

	The following part number can be claimed ONE TIME per dealer, NOT per claim . Additional claims will be cancelled		
	PARTS (Special Tool / Pliers)		
	Quantity	Part Number	Description
	1.00	2GM998001	Repair set (Crimping pliers)
	<i>NOTE: Dealers will be allocated one pair of crimping pliers. The allocated crimping pliers can be added to the 74HE campaign ONE TIME ONLY, NOT ONCE PER CLAIM. Additional claims submitted with crimping pliers after the initial claim are not allowed and claims will be subject to adjustment or cancellation. If additional crimping pliers are needed, they can be ordered through the parts ordering system but cannot be claimed under the 74HE campaign.</i>		

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: 25V854

Subject: Safety Recall 74HE - Heater Element Wiring Harness

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The passenger occupant detection system (PODS) may experience a fault due to a crimp that could be missing at a connection point, potentially deactivating the front passenger airbag when the seat is occupied. If the fault occurs, the front passenger airbag would not deploy in the event of a crash, increasing the risk of injury to a front passenger seat occupant.

What will we do?

To correct this defect, your authorized Volkswagen dealer will repair the affected wiring harness in the front passenger seat. This work will take about an 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 work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Precautions you should take:

Until the recall repair is completed, owners should not allow anyone to sit in the front passenger seat. If the recall condition is present in the vehicle, the airbag indicator light will turn on and off, indicating the passenger frontal airbag is not available. Owners with vehicle concerns are advised to contact their authorized Volkswagen dealer to have the vehicle diagnosed without delay.

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 Volkswagen 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 reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.
- 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 www.vw.com/lookup and enter your Vehicle Identification Number (VIN) into the Recalls and Service Campaigns Lookup tool.

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,

Volkswagen 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: 2025-679

Subject: Safety Recall 74HE - Heater Element Wiring Harness

Dear Volkswagen 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?

The passenger occupant detection system (PODS) may experience a fault due to a crimp that could be missing at a connection point, potentially deactivating the front passenger airbag when the seat is occupied. If the fault occurs, the front passenger airbag would not deploy in the event of a crash, increasing the risk of injury to a front passenger seat occupant.

What will we do?

To correct this defect, your authorized Volkswagen dealer will repair the affected wiring harness in the front passenger seat. This work will take about an 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 work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

Precautions you should take:

Until the recall repair is completed, owners should not allow anyone to sit in the front passenger seat. If the recall condition is present in the vehicle, the airbag indicator light will turn on and off, indicating the passenger frontal airbag is not available. Owners with vehicle concerns are advised to contact their authorized Volkswagen dealer to have the vehicle diagnosed without delay.

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

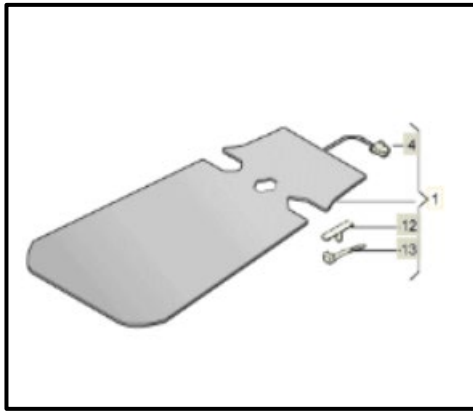
- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge 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 Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.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,

Volkswagen Customer Protection

Repair Overview



- Repair PODS harness shield wire splice.

! 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.

Required Tools



Crimping Plies
2GM-998-001

One set of pliers was allocated to dealers. DO NOT contact Special Tools and Equipment if additional quantities are needed. If another set is needed, send an e-mail to the Parts Specialist to place an order.

Repair Instruction


Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

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

EXAMPLE

Campaign/Action	Start	Designation
	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

 **STOP!** 

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

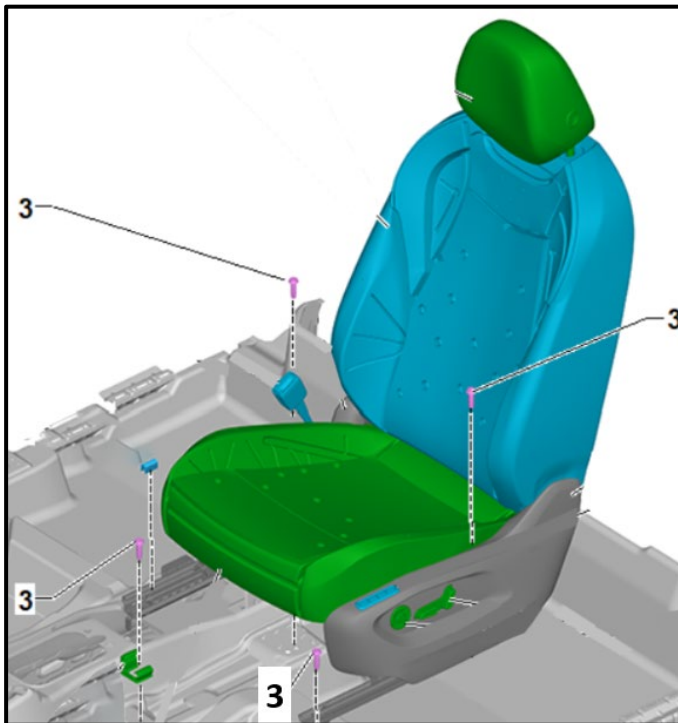
Section B – Repair Procedure

! NOTE

If the airbag light is on and DTC B1225F1 “Passive occupant detection system mat Shield wire, open circuit” is stored in the airbag control module, this repair should be performed before any other diagnosis.



- Move the passenger front seat backrest all the way forward so that there is a 90-degree angle between the seat bottom and seat backrest.



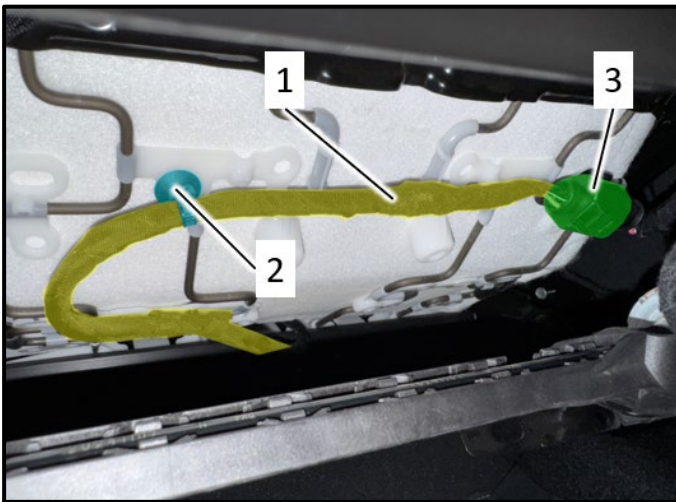
- Remove the securing bolts <3> for the passenger front seat.

NOTE

The passenger front seat is not removed from the vehicle during this repair.



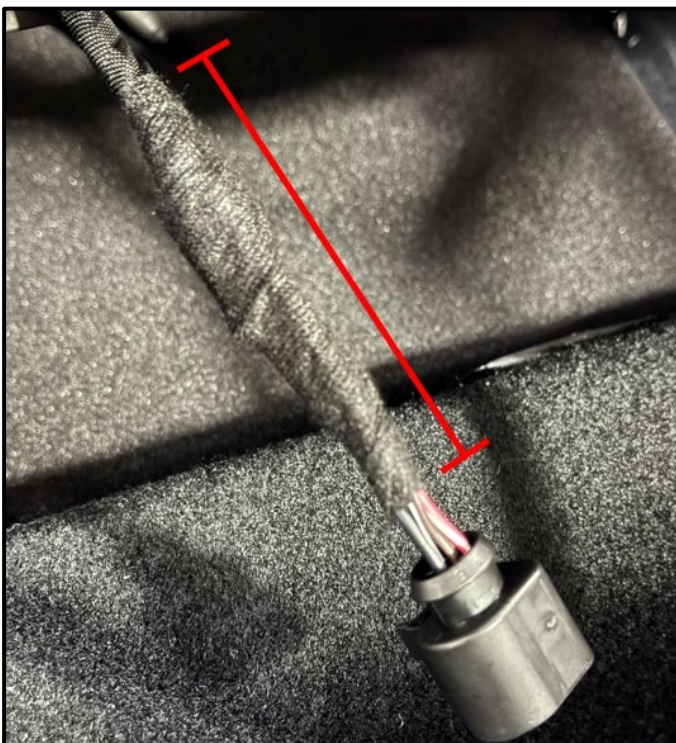
- Tilt the passenger front seat towards the back of the vehicle.



- Ensure the ignition is turned off.
- Locate the PODS mat harness <1> under the seat.
- Unclip the harness from the seat frame <2>.
- Disconnect the connector <3>.

! IMPORTANT!

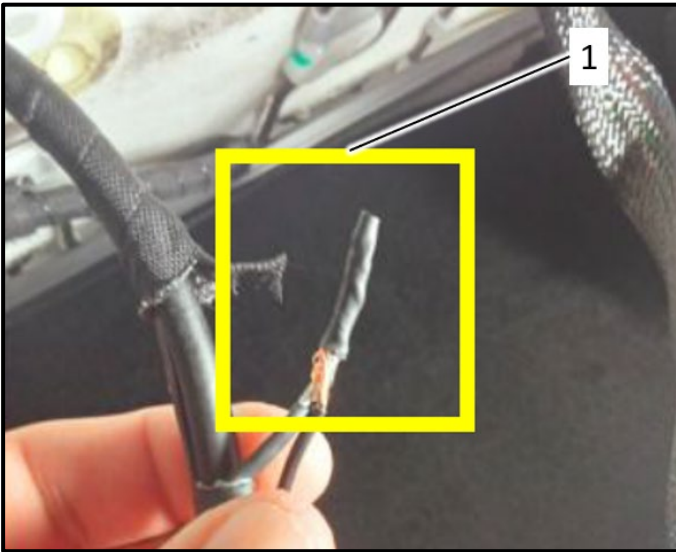
After disconnecting the PODS mat connector, do not switch the ignition on or faults/warning lights may occur.



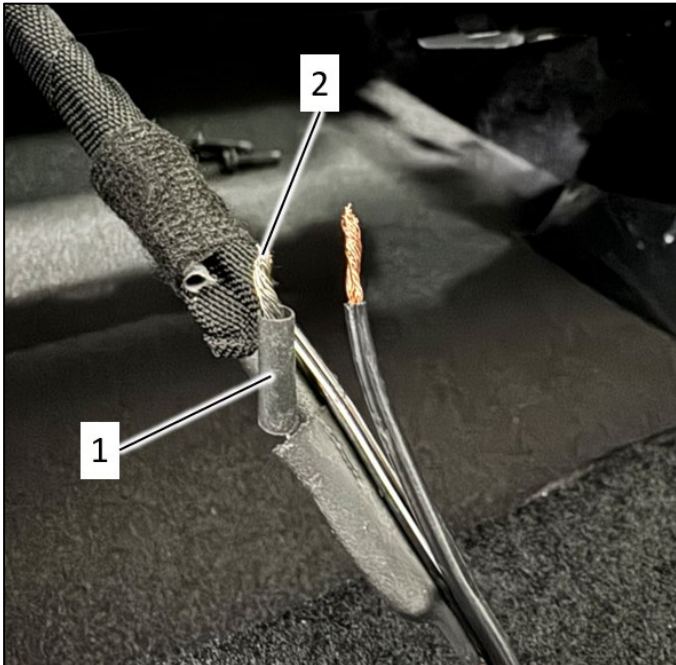
- Carefully open the fabric tape on the PODS mat harness from the connector end.

! NOTE

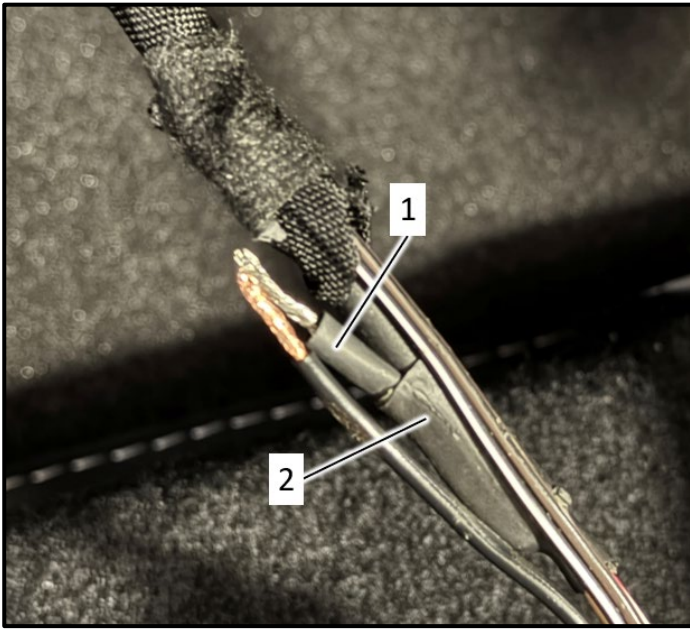
About 80mm of the tape will need to be opened to expose the shield wire splice.



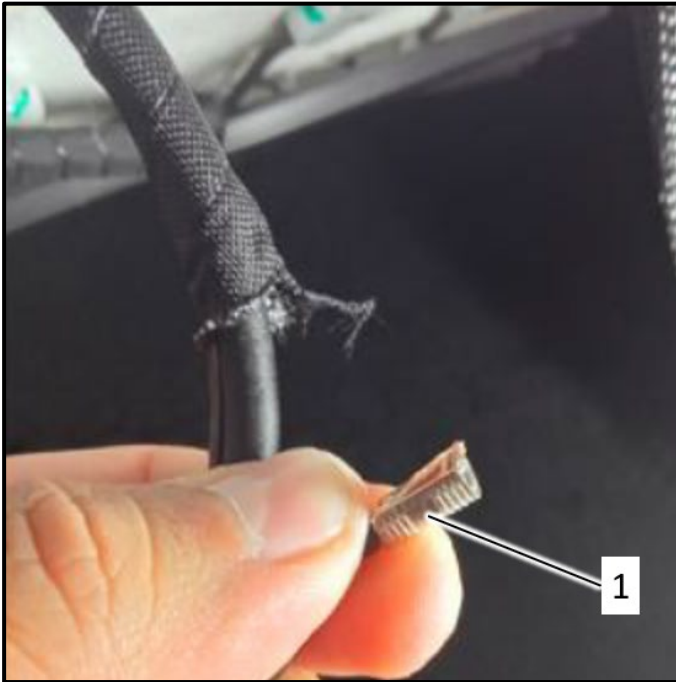
- Once the splice is exposed, remove the heat shrink tube <1> from the splice.



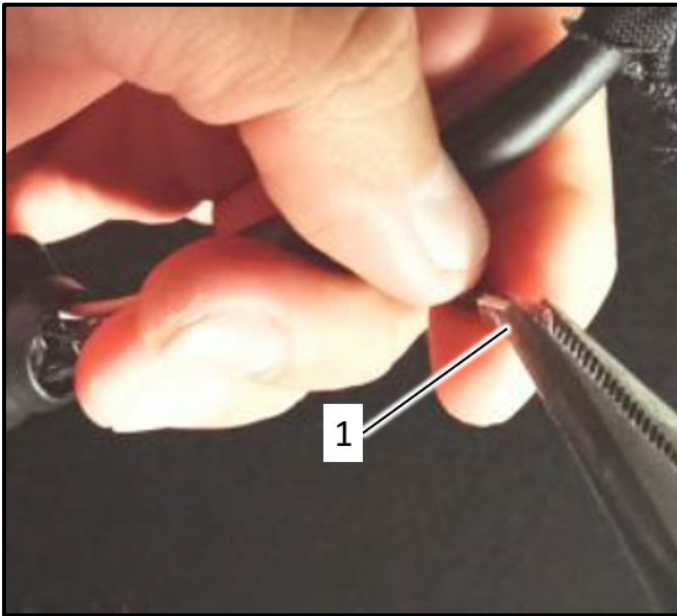
- Separate the wires.
- Slide the small diameter heat shrink <1> over the silver wire <2>.



- Tuck the small diameter heat shrink <1> into the existing heat shrink <2> on the harness as shown.
- Trim the heat shrink as needed.



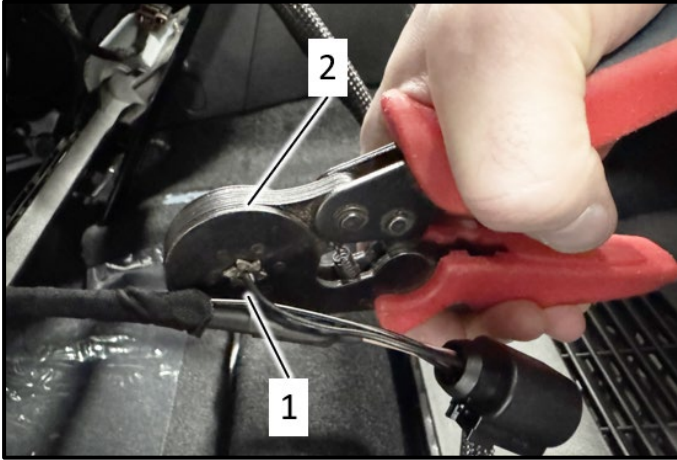
- Fit the new crimp connection <1> over both wires.
- The end of the wires should align with the end of the crimp connection.



- Using needle nose pliers, pre-crimp the connection <1> over both wires.

! NOTE

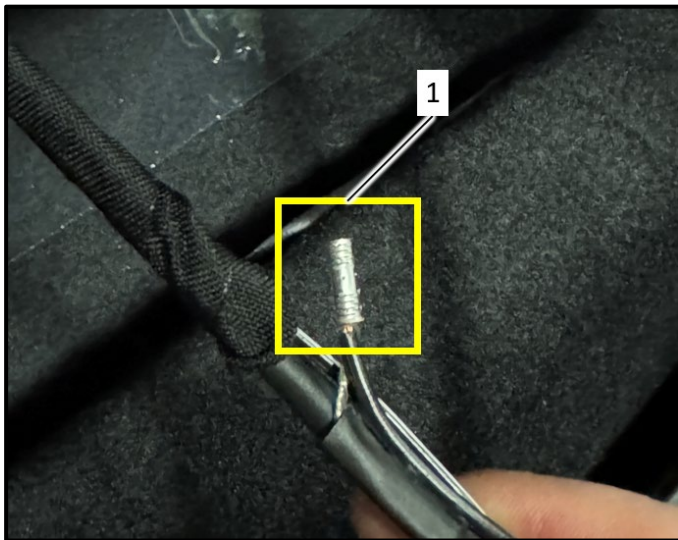
Pre-crimping of the connection is required so that the connector will fit properly in the crimping pliers.



- Crimp the splice connection <1> using the crimping pliers <2>.

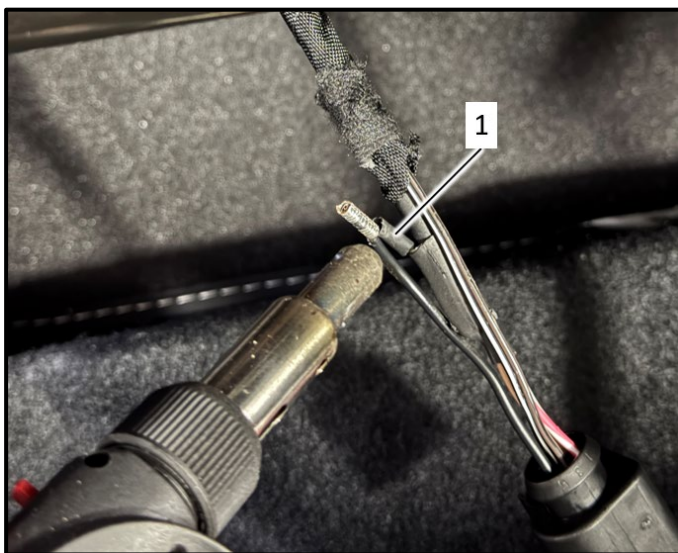
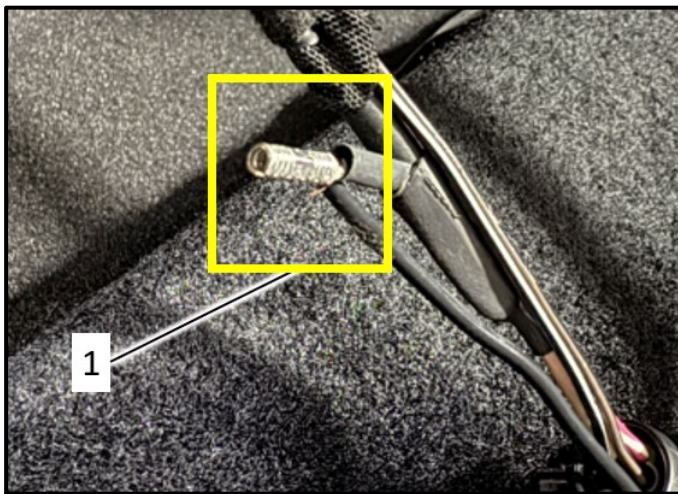
! NOTE

The connection may have to be crimped with the pliers a few times to secure the crimp connection.

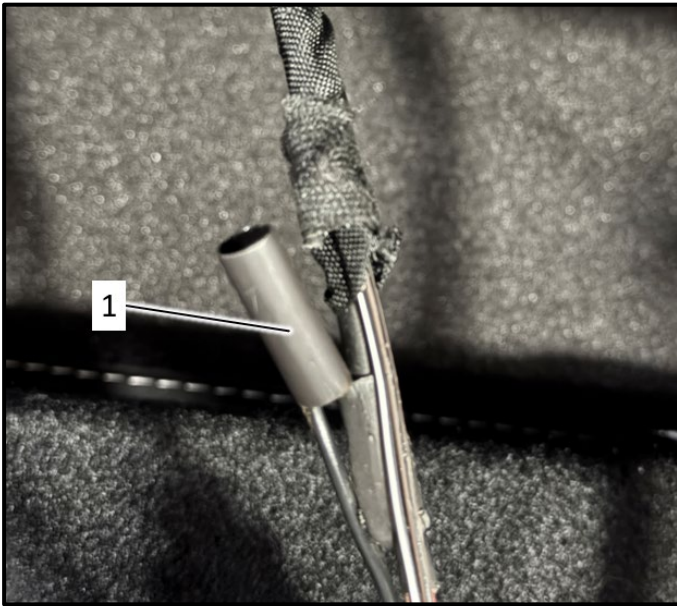


NOTE

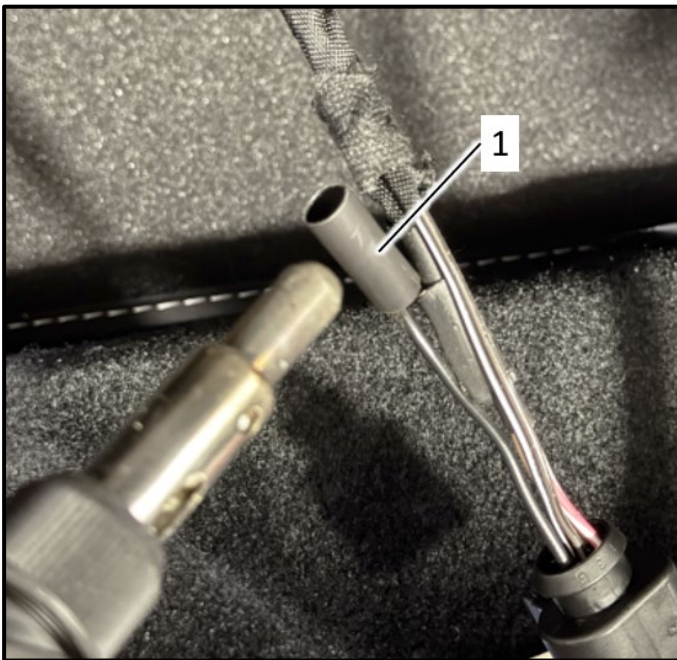
The crimping process will create a barrel type connection as shown <1>.



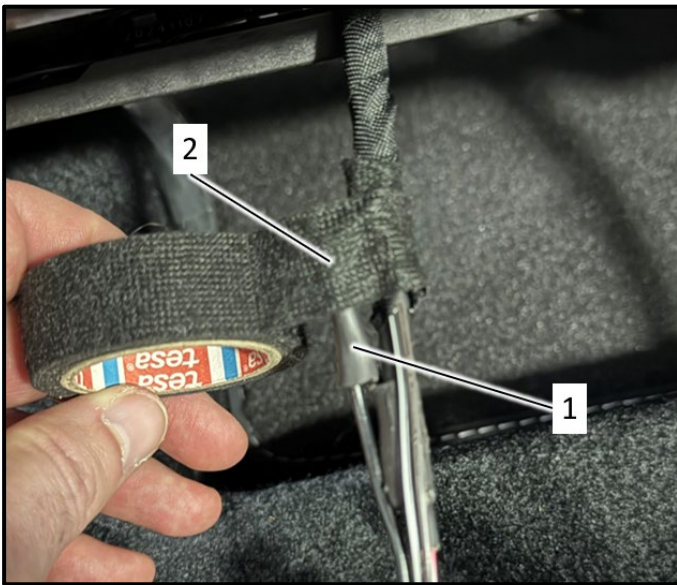
- Heat the small diameter heat shrink <1> to secure it to the wire.



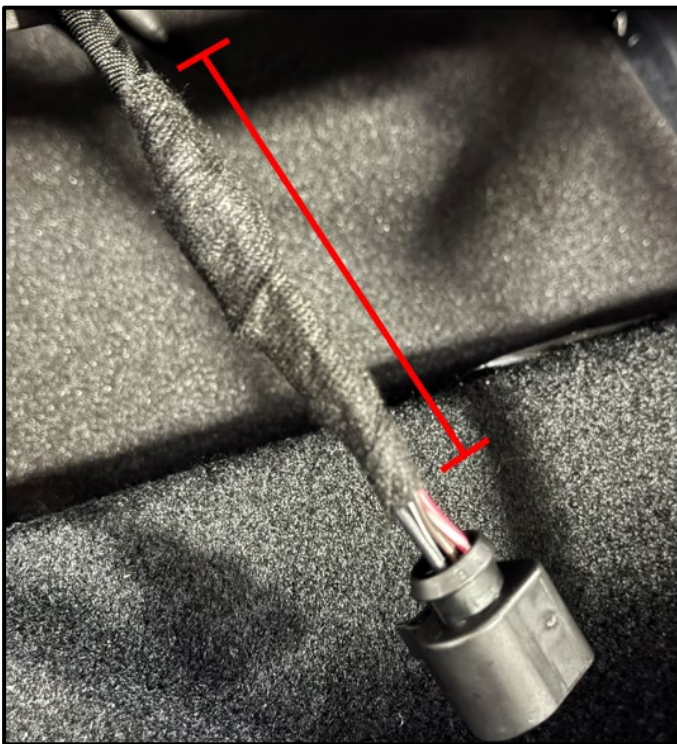
- Slide the large diameter heat shrink over the newly created splice connection.



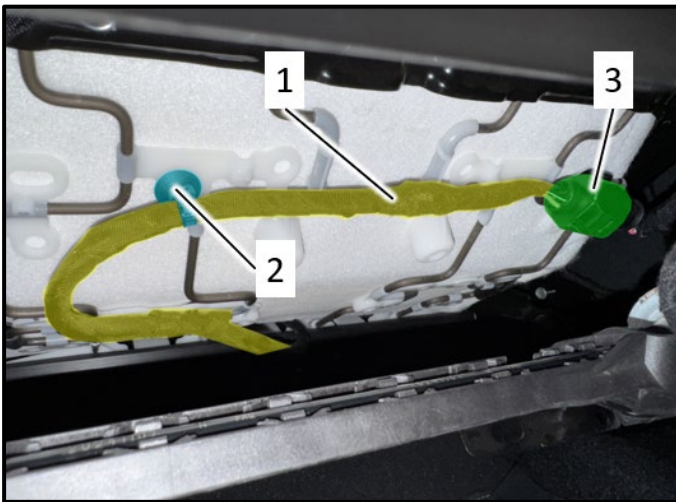
- Heat the large diameter heat shrink <1> to secure it to the splice connection.



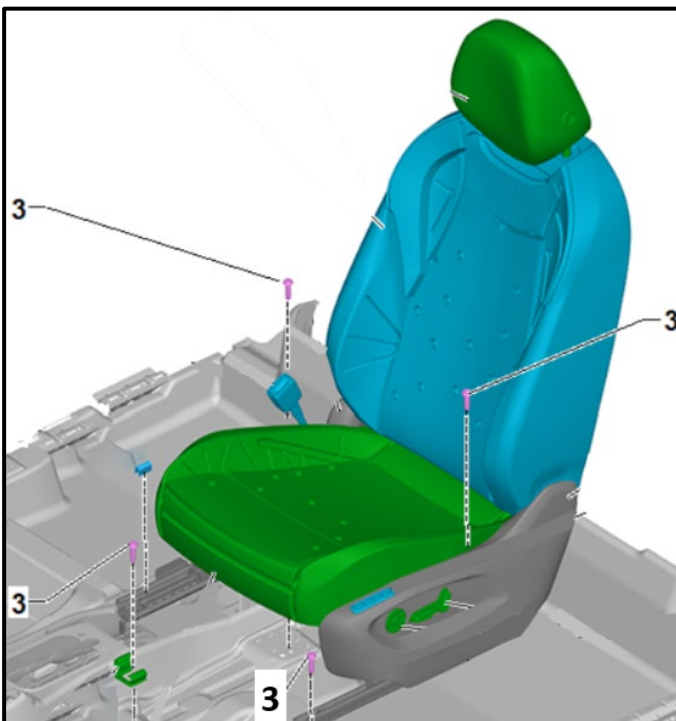
- Place the splice connection <1> against the PODS mat harness as shown.
- Apply fabric harness tape <2> from the repair kit to the splice connection <1>.



- Continue wrapping the PODS mat harness with the fabric harness tape as shown.



- Route the PODS mat harness <1> as shown, ensuring that the clip <2> is reinstalled.
- Reconnect the connector <3>.



- Reassemble the vehicle in reverse order of removal, referencing the ELSA repair manual as needed:
 - *Repair manual > Body > Body Interior > 72 Seat Frames.*
- If the airbag light was illuminated when the vehicle arrived and DTC B1225F1 "Passive occupant detection system mat Shield wire, open circuit" was stored:
 - Clear the fault memory.
 - Send the diagnostic protocol online when exiting ODIS.

Proceed to Section C

Section C – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



TIP

Ensure Campaign Completion Label does not cover any existing label(s).

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.