



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

**1200 New Jersey Avenue SE  
Washington, DC 20590**

September 30, 2025

25V638

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

**Subject:** Damaged Seat Belt Retractor

Dear Chris 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/A5/2025  
AUDI/S5/2025  
VOLKSWAGEN/GOLF R/2025  
VOLKSWAGEN/GTI/2025  
AUDI/Q4 E-TRON/2026  
AUDI/Q4 SPORTBACK E-TRON/2026  
AUDI/A6 SPORTBACK E-TRON/2025  
AUDI/S6 SPORTBACK E-TRON/2025

**Mfr's Report Date:** September 24, 2025

**NHTSA Campaign Number:** 25V638

**Components:**

SEAT BELTS:FRONT:RETRACTOR

**Potential Number of Units Affected:** 1,042

**Problem Description:**

Volkswagen Group of America, Inc. (Volkswagen) is recalling certain 2025 GTI, Golf R, Audi A5, A6 Sportback E-Tron, S5, S6 Sportback E-Tron, 2026 Q4 Sportback E-Tron, and Q4 E-Tron vehicles. The torsion bar in one or both front seat belt retractors may have been damaged during production.

**Consequence:**



In a crash, a damaged torsion bar in a retractor could fail. If this happens, the seat belt may not properly restrain an occupant during a crash, increasing the risk of injury.

**Remedy:**

Dealers will replace one or both front seat belts, free of charge. Owner notification letters are expected to be mailed November 21, 2025. Owners may contact Audi at 1-800-253-2834 or Volkswagen at 1-800-893-5298. Audi's number for this recall is 69UM; Volkswagen's number for this recall is 694T. Vehicle Identification Numbers (VINs) involved in this recall will be searchable on NHTSA.gov beginning September 26, 2025.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), 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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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

Sincerely,

*Alex Ansley*

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