



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 69UM / Front Seat Safety Belts

This notice is for: All Dealer Personnel

Date: October 28, 2025

Issue: One or both front seat safety belt retractors may have been built with a damaged torsion bar. In a crash, a damaged torsion bar could fail, causing the webbing to unwind uncontrollably. If this happens, the safety belt would not provide protection to the occupant, increasing the risk of injury.

Precautions: If customers have concerns about driving their vehicle before the recall remedy has been completed, they are advised to contact an authorized Volkswagen dealer for assistance in having the vehicle transported to the dealership for this recall repair, and to obtain alternate transportation while the vehicle is being repaired.

- Repair:**
- REPAIR AVAILABLE – October 29, 2025 - Replace the affected driver and/or front passenger safety belt(s).
 - See ELSA and Service References in Elsa2Go for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: See the campaign circular for complete parts and ordering information.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	A5	446
USA	2025	2025	A6 SPORTBACK E-TRON	1
USA	2026	2026	Q4 E-TRON SPORTBACK	3
USA	2026	2026	Q4 E-TRON SUV	66
USA	2025	2025	S5	97
USA	2025	2025	S6 SPORTBACK E-TRON	1
CAN	2025	2025	A5	44
CAN	2026	2026	Q4 E-TRON SPORTBACK	3
CAN	2026	2026	Q4 E-TRON SUV	13
CAN	2025	2025	S5	32

**Counts reflect overall population; some vehicles may have already been repaired. 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.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – October 2025
 - Loaner/rental coverage – see campaign circular

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

Ensure all dealer personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.

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.

-END OF MESSAGE-