

Safety Recall

Code: 69UM



Subject	Front Seat Safety Belt(s)																																																
Document History	<table border="1"> <thead> <tr> <th>Date</th> <th colspan="3">Summary</th> </tr> </thead> <tbody> <tr> <td>10/29/2025</td> <td colspan="3">Original publication</td> </tr> </tbody> </table>				Date	Summary			10/29/2025	Original publication																																							
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Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2025</td> <td>2025</td> <td>A5</td> <td>446</td> </tr> <tr> <td>USA</td> <td>2025</td> <td>2025</td> <td>A6</td> <td>1</td> </tr> <tr> <td>USA</td> <td>2026</td> <td>2026</td> <td>Q4 E-TRON</td> <td>69</td> </tr> <tr> <td>USA</td> <td>2025</td> <td>2025</td> <td>S5</td> <td>97</td> </tr> <tr> <td>USA</td> <td>2025</td> <td>2025</td> <td>S6</td> <td>1</td> </tr> <tr> <td>CAN</td> <td>2025</td> <td>2025</td> <td>A5</td> <td>44</td> </tr> <tr> <td>CAN</td> <td>2026</td> <td>2026</td> <td>Q4 E-TRON</td> <td>16</td> </tr> <tr> <td>CAN</td> <td>2025</td> <td>2025</td> <td>S5</td> <td>32</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2025	2025	A5	446	USA	2025	2025	A6	1	USA	2026	2026	Q4 E-TRON	69	USA	2025	2025	S5	97	USA	2025	2025	S6	1	CAN	2025	2025	A5	44	CAN	2026	2026	Q4 E-TRON	16	CAN	2025	2025	S5	32
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	<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. 																																																
Problem Description	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.																																																
Corrective Action	Replace the affected driver and/or front passenger safety belt(s).																																																
Precautions	If customers have concerns about driving their vehicle before the recall remedy has been completed, they are advised to contact an authorized Audi 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.																																																
Code Visibility	On September 26, 2025, the campaign code was applied to affected vehicles.																																																
Owner Notification	Owner notification will take place in October 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>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.</p>																																																

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.

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description
VL	1	SEE ETKA	SEAT BELT (left)
VR	1	SEE ETKA	SEAT BELT (right)

Ordering Method:	Reference POC comments individually by part number, or in the POC Campaign List
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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.
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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	69UM
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark SEAT BELT* as causal part
Vehicle Wash/Loaner	Do not claim wash or loaner under this action

**Vehicles may have more than one criteria.
Complete and claim all applicable criteria on one claim.**

LABOR

Criteria	Model	Labor Op	Time Units	Description
VL OR VR	A5/S5	6911 19 99	80	Replace one front seat belt
	A6/S6	6911 19 99	70	
	Q4	6911 19 99	120	
VL AND VR	A5/S5	6911 19 99	140	Replace both front seat belts
ALL	ALL	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
ALL	Q4	0121 00 04	SEE ELSA	Test drive (3-phase motor calibration)

PARTS

Criteria	Quantity	Part Number	Description
VL	1.00	PER ETKA	SEAT BELT (left)*
VR	1.00	PER ETKA	SEAT BELT (right)*

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: 25V638

Subject: Safety Recall 69UM - Front Seat Safety Belt(s)

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 2025-2026 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.

What will we do?

To correct this defect, your authorized Audi dealer will replace the affected driver and/or front passenger safety belt(s). 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:

If you have concerns about driving your vehicle before the recall remedy has been completed, please contact your authorized Audi 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.

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: 2025-503

Subject: Safety Recall 69UM - Front Seat Safety Belt(s)

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?

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.

What will we do?

To correct this defect, your authorized Audi dealer will replace the affected driver and/or front passenger safety belt(s). 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:

If you have concerns about driving your vehicle before the recall remedy has been completed, please contact your authorized Audi 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.

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

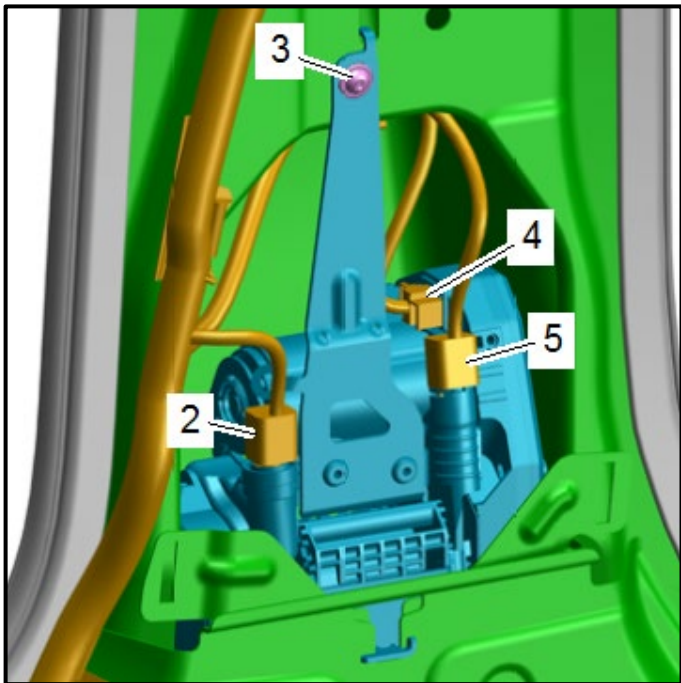
Safety Precautions When Working NEAR the High-voltage System (additional information is also available in the ELSA Repair Manual)

DANGER

Extremely dangerous due to high voltage.

- The voltage levels in the high-voltage system constitute a safety hazard. Danger of severe or fatal injuries from electric shock if high-voltage components or high-voltage wiring are damaged.
- Carry out a visual check of high-voltage components and high-voltage wiring.
- Never use cutting/forming tools or other sharp-edged implements.
- Never perform work using welding, brazing, thermal bonding or hot air in the area of high-voltage components and high-voltage cables.

Repair Overview









- Replace affected front seat belt(s).

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

	<p>Omega Clip Tool -T40280- (or equivalent)</p>		<p>Removal Wedge Set -VAS895015- (A5/S5 only)</p>
	<p>Universal Vehicle Protector -VAS871001- (or equivalent, A5/S5 and Q4)</p>		<p>Trim Removal Wedge -3409- (or equivalent, A6/S6 only)</p>
	<p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>		<p>Battery Tester/Charger capable of minimum 100 Amp continuous supply</p>

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

 **STOP!** 

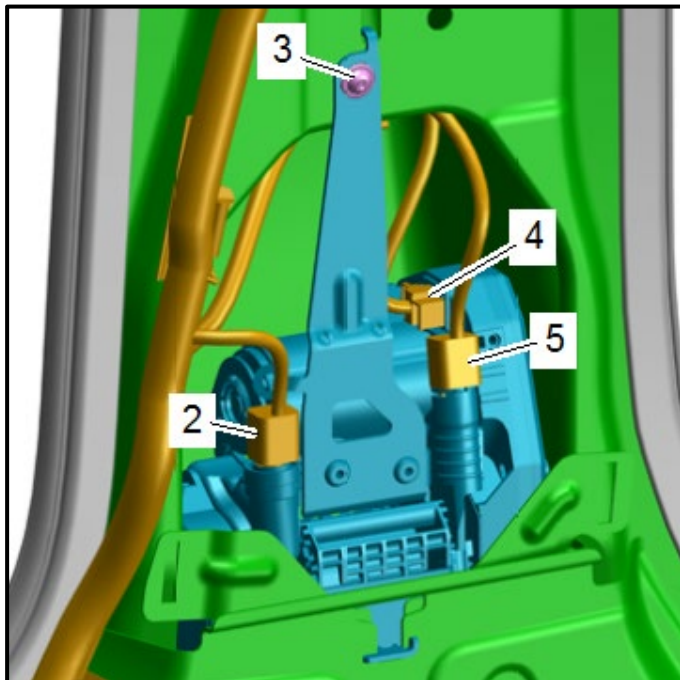
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

Section B – Repair Procedure

⚠ WARNING

Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.



⚠ CAUTION

Pyrotechnic components can deploy unexpectedly. A risk of injury is possible.

- Keep as far away as possible from the pyrotechnic component when switching the ignition on.
- Discharge static electricity by briefly touching the door striker prior to working on the airbag system.

! NOTE

The criteria assigned to the vehicle will determine which seat belt requires replacement:

- VL = Driver front seat belt
 - VR = Passenger front seat belt
 - VL + VR = Both front seat belts
- Replace the affected seat belt assembly per the ELSA repair manual:
 - **Q4 only:** *Repair manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Seat Belts > Left/Right Front Seat Belt NX10/NX11, Removing and Installing.*
 - **All other vehicles:** *Repair manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Seat Belts > Front Three-Point Seat Belt, Removing and Installing.*

⚠ IMPORTANT!

The new seat belts must be adapted to the vehicle using ODIS per the ELSA repair manual instructions.

⚠ WARNING

When performing the output diagnosis function of the seat belts, the scan tool states to “not be alarmed” when the seat belt reels in. Please pay attention when performing this function as the seat belt will aggressively reel in.

- Connect the battery charger.
- Adapt the new seat belt(s):
 - **All vehicles:** *Repair manual > Body > Body Interior > 00 General, Technical Data > Electrical Components > Diagnostic Entries > 4. Reversible Seat Belt Tensioner, Replacing.*
 - Select the applicable test plan in ODIS.
 - Follow the on-screen prompts.

! NOTE

Fault, “B1340455 Left front seat belt tension control module, not configured” may not clear when performing the basic settings. To clear the fault:

- Exit GFF and clear all faults.
- Perform a bus sleep.
- Rescan the vehicle and the fault should either not appear or can be cleared and the basic setting test plan can be completed.



⚠ CRITICAL REPAIR STEP (Q4 ONLY)



Perform a test drive above 20 mph/35 kph to calibrate the three-phase drive -VX54-.

When performing this road test, the vehicle will momentarily lose acceleration when the three-phase drive -VX54- calibrates. Ensure the road test is performed in a safe manner.

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.

WARNING

General Safety Precautions when Working with Pyrotechnic Components:

- Pyrotechnic components always contain propellant that generates a gas during combustion. In some components, there is also a supply of pressurized gas to ensure this gas is generated
- This pressurized gas is stored under high pressure in a compressed gas container. Pyrotechnic components are triggered by electrical/mechanical igniters.
- Only trained personnel should perform testing, assembly and servicing work. Airbags do not have a replacement interval.
- Never check with test lamps, voltmeter or ohmmeters.
- Only check pyrotechnic components when they are installed in the vehicle using vehicle diagnosis, testing and information systems approved by the manufacturer.
- When working on pyrotechnic components and the airbag control module, disconnect the battery ground strap while the ignition is switched on. Then cover the negative terminal.
- Wait 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED ON when connecting the battery. There should not be anyone inside the vehicle when doing this.
- Exception: vehicles with batteries in the passenger compartment. In this case, stay outside the range of the airbags and seat belts.
- Wash your hands after touching ignited pyrotechnic components from the restraint system.
- Do not open or repair pyrotechnic components. Use only new components to reduce the risk of injury.
- Do not install pyrotechnic components that have fallen onto a hard surface or show signs of damage.
- Discharge static electricity before handling pyrotechnic components, for example before disconnecting the electrical connector. This can be done by touching grounded metal objects such as the door striker pin.
- Install pyrotechnic components immediately after removing them from their transport packaging. If you must stop working, store the pyrotechnic component in its original transport packaging.
- Do not leave pyrotechnic components lying in the open unattended.
- Do not treat pyrotechnic components with grease, cleaning solutions or similar products.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.
- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of deployment:
 - Single-stage inflators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
 - Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.