

# Compliance Recall

## Code: 69D8



**Subject** Rear Outboard Seat Belts

**Document History**

Date	Summary
12/23/2025	Original publication

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	SQ6 E-TRON SUV	14
USA	2025	2025	S6 SPORTBACK E-TRON	880
USA	2025	2025	S5	2,848
USA	2025	2025	Q6 E-TRON SUV	5,857
USA	2025	2025	A6 SPORTBACK E-TRON	3,348
USA	2025	2025	A5	12,571
USA	2026	2026	A6 SEDAN	1,968
USA	2025	2025	Q6 SPORTBACK E-TRON	220
USA	2025	2025	SQ6 SPORTBACK E-TRON	62
CAN	2025	2025	S6 SPORTBACK E-TRON	51
CAN	2025	2025	S5	1,315
CAN	2025	2025	Q6 E-TRON SUV	351
CAN	2025	2025	A6 SPORTBACK E-TRON	108
CAN	2025	2025	A5	1,886
CAN	2026	2026	A6 SEDAN	82
CAN	2025	2025	Q6 SPORTBACK E-TRON	39
CAN	2025	2025	SQ6 SPORTBACK E-TRON	27

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**

Certain seat belt assemblies may not comply with regulatory requirements, as the automatic locking retractor (ALR) may fail to prevent the seat belt webbing from being extended more than the allowable length after locking when a seat belt is used to secure a child restraint seat. If the seat belt webbing is extended more than the allowable length when a seat belt is used to secure a child restraint seat, there is an increased risk of injury to the occupant of the seat.

**Corrective Action**

Inspect the right and/or left-side rear seat belt retractors. If the seat belt webbing can be pulled out more than the allowable length after locking, the seat belt assembly must be replaced.


**Precautions**

A vehicle owner who uses a seat belt instead of the LATCH system to secure a child restraint seat will notice the seat belt may not stop before the seat belt webbing is fully retracted. Should this occur, owners are advised to contact an authorized Audi dealer without delay to have the vehicle issue diagnosed.


As a reminder, the vehicle owner's manual contains important information about securing a child restraint in the vehicle. We encourage anyone who drives the vehicle to review the owner's manual to become familiar with this important information.

<b>Code Visibility</b>	On or about December 23, 2025, the campaign code will be applied to affected vehicles.
<b>Owner Notification</b>	Owner notification will take place in January 2026. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><u>USA Dealers - New Vehicles in Dealer Inventory:</u></b> 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><b><u>Canada Dealers – New Vehicles in Dealer Inventory:</u></b> 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.</p> <p><b><u>All Dealers - Pre-Owned Vehicles in Dealer Inventory:</u></b> 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>

**⚠ IMPORTANT INFORMATION**



# STOP!



**Replacement parts are not available.**

**Do not order any parts at this time!**

The inspection procedure should still be performed.

Inventory vehicles that fail the inspection cannot be sold until the seat belts are replaced.

Customer vehicles that fail the inspection can be released to the customer until parts become available.

Advise customer of the Precautions if the car is released while parts are on order.

## Claim Entry Instructions

### 🛑 CRITICAL CLAIMING INFORMATION



Inventory vehicles that fail the inspection cannot be sold until the seat belts are replaced.

Customer vehicles that fail the inspection can be released to the customer until parts become available.

Claims cannot be submitted for vehicles that require seat belt replacement until the seat belt is replaced.

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.

<b>Service Number</b>	69D8		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	10	Check left rear seat belt. Seat belt is OK.
<b>Criteria I.D.</b>	02		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	10	Check right rear seat belt. Seat belt is OK.
<b>Criteria I.D.</b>	03		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	15	Check left rear AND right rear seat belts. Both seat belts are OK.

## 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: INSERT NHTSA NUMBER**

**Subject: Compliance Recall 69D8 - Rear Outboard Seat Belts**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2025-2026 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208, *Occupant Crash Protection*, and Federal Motor Vehicle Safety Standard (FMVSS) No. 209, *Seat Belt Assemblies*. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

Certain seat belt assemblies may not comply with regulatory requirements, as the automatic locking retractor (ALR) may fail to prevent the seat belt webbing from being extended more than the allowable length after locking when a seat belt is used to secure a child restraint seat. If the seat belt webbing is extended more than the allowable length when a seat belt is used to secure a child restraint seat, there is an increased risk of injury to the occupant of the seat.

### **What will we do?**

To correct this noncompliance, your authorized Audi dealer will inspect the right and/or left-side rear seat belt retractors. This work will take less than an hour to complete and will be performed for you free of charge. If one or both seat belts require replacement, your dealer will order the necessary parts. Replacement, if needed, 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](http://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:**

A vehicle owner who uses a seat belt instead of the LATCH system to secure a child restraint seat will notice the seat belt may not stop before the seat belt webbing is fully retracted. Should this occur, owners are advised to contact an authorized Audi dealer without delay to have the vehicle issue diagnosed.

As a reminder, your vehicle owner's manual contains important information about securing a child restraint in your vehicle. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with this important information.

### **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](http://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](http://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:** 2025-712

**Subject: Compliance Recall 69D8 - Rear Outboard Seat Belts**

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 be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

Certain seat belt assemblies may not comply with regulatory requirements, as the automatic locking retractor (ALR) may fail to prevent the seat belt webbing from being extended more than the allowable length after locking when a seat belt is used to secure a child restraint seat. If the seat belt webbing is extended more than the allowable length when a seat belt is used to secure a child restraint seat, there is an increased risk of injury to the occupant of the seat.

### **What will we do?**

To correct this noncompliance, your authorized Audi dealer will inspect the right and left-side rear seat belt retractors. This work will take less than an hour to complete and will be performed for you free of charge. If the seat belt webbing can be pulled out more than the allowable length after locking, the seat belt assembly will be replaced. 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:**

A vehicle owner who uses a seat belt instead of the LATCH system to secure a child restraint seat will notice the seat belt may not stop before the seat belt webbing is fully retracted. Should this occur, owners are advised to contact an authorized Audi dealer without delay to have the vehicle issue diagnosed.

As a reminder, your vehicle owner's manual contains important information about securing a child restraint in your vehicle. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with this important information.

### **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](http://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

## IMPORTANT!

At the time of publishing, replacement parts are not available.

The inspection procedure should still be performed.

Inventory vehicles that fail the inspection cannot be sold until the seat belts are replaced.

Customer vehicles that fail the inspection can be released to the customer until parts become available.



- **Criteria 01:** Inspect driver rear seat belt and replace if necessary, when parts become available.
- **Criteria 02:** Inspect passenger rear seat belt and replace if necessary, when parts become available.
- **Criteria 03:** Inspect both rear outer seat belts and replace if necessary, when parts become available.

### 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 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

Campaign/Action	Start	Designation
→ <b>3</b>	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!** 

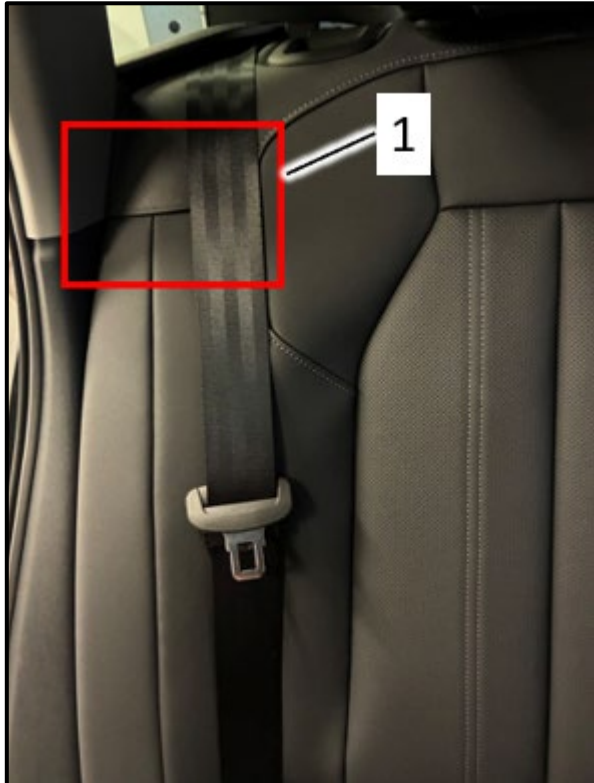
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

**Proceed to Section B**

## IMPORTANT!

It is imperative to review the work procedure in full and the video posted to Elsa2Go prior to performing inspection procedure.

### STEP 1



#### ⚠ IMPORTANT!

The criteria assigned determines which seat belts are to be tested. Review ELSA and confirm which criteria is assigned to the vehicle before continuing.

**Criteria 01:** inspect **driver** rear seat belt

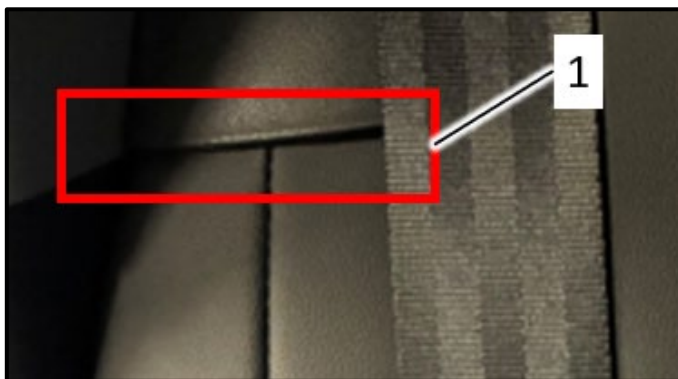
**Criteria 02:** inspect **passenger** rear seat belt

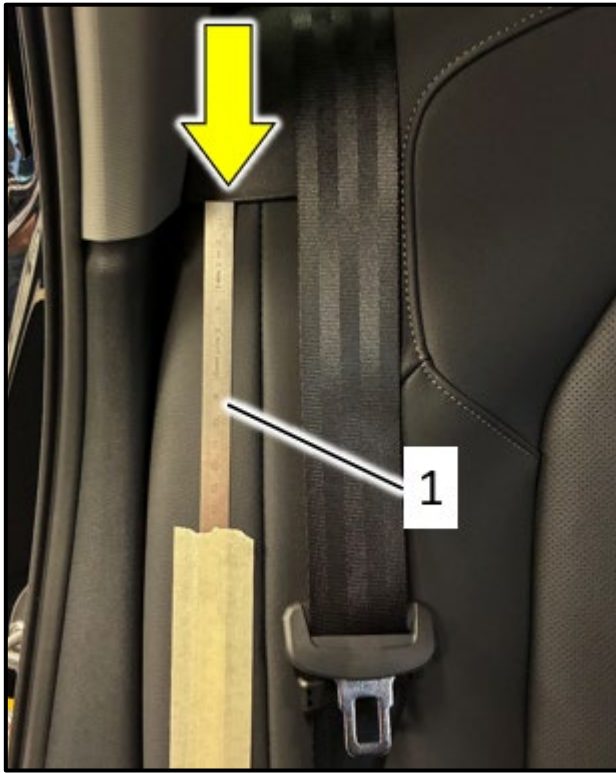
**Criteria 03:** inspect **both** rear outer seat belts

#### ⓘ NOTE

Passenger rear seat belt shown. The test procedure is the same for the driver rear seat belt.

- The location where the trim panel meets the seat cushions <1> will be used as the inspection reference point.





- Attach a metric ruler <1> using non-marking tape to the seat cushion as shown, positioning the top of the ruler at the reference point <arrow>.

## STEP 2

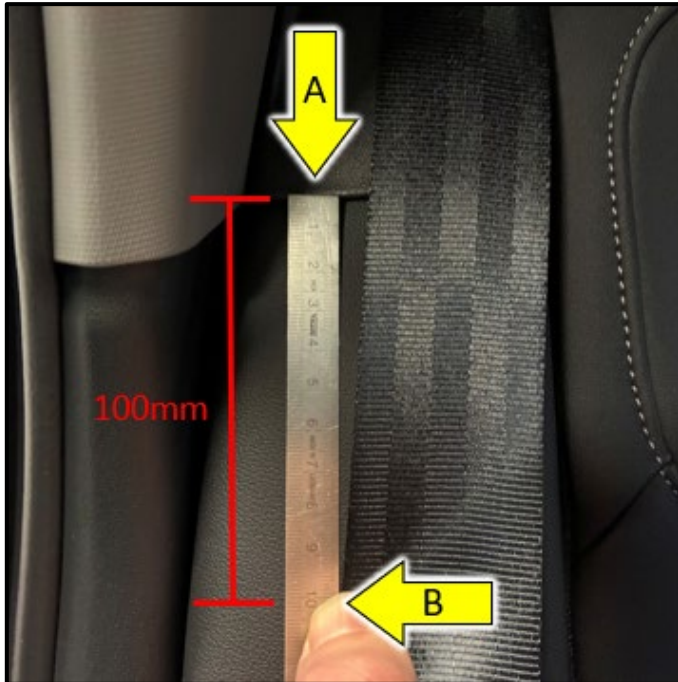


- Pull the seat belt <1> all the way out in the direction indicated <arrow> to activate the child seat anchoring function.
- Hold the seat belt in this position using one hand to keep tension on the belt.

### ! NOTE

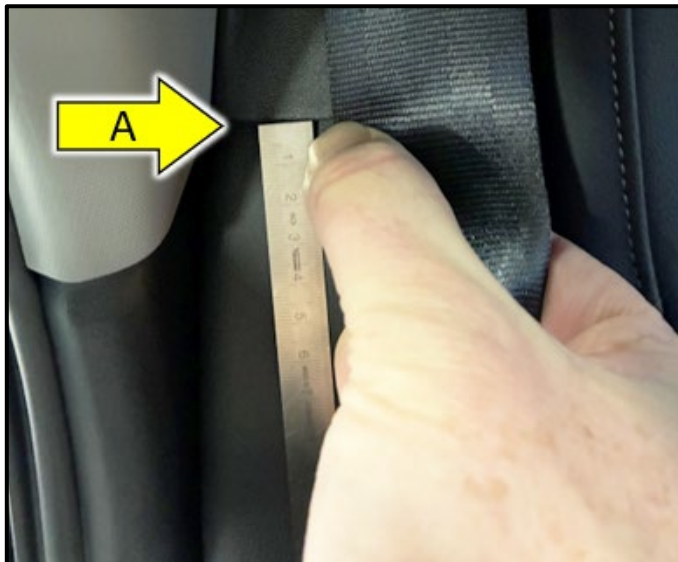
When the child seat anchoring function is active, an audible clicking noise will be heard when the belt is allowed to retract during testing.

### STEP 3



- With the belt held all the way out, grasp the belt with a free hand at the reference point <arrow A> and slide your hand down to 100mm <arrow B> and hold the belt in this position.

### STEP 4

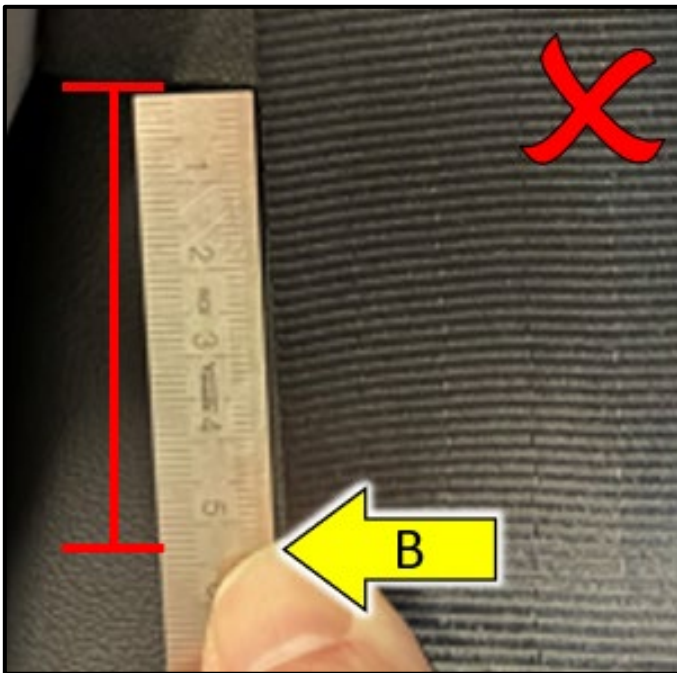


- While holding the belt at the 100mm mark, allow the belt to retract to the reference point <arrow A> and hold it in this position.



- Gently pull the seat belt in the direction indicated <arrow> until the belt retractor locks in place (seat belt cannot be pulled out further).
- Take note of how far the belt traveled before the locking mechanism engaged.

## STEP 5



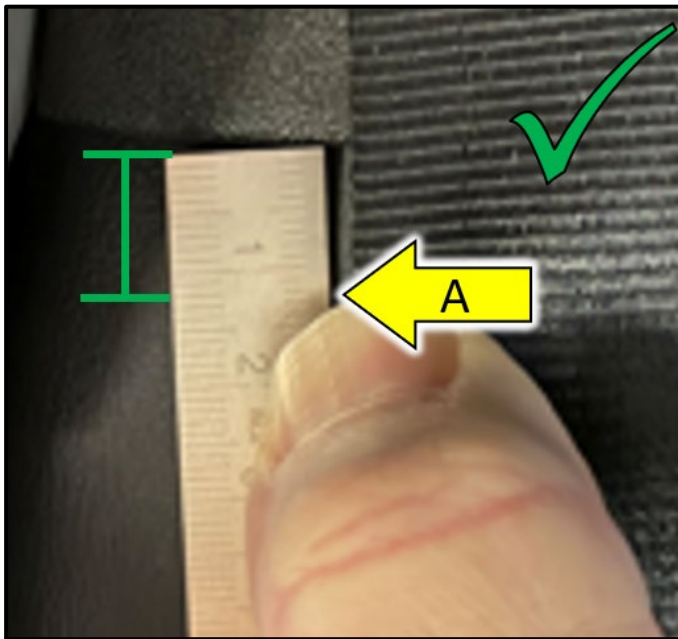
- If the belt travels 20mm or more <arrow B>, the seat belt must be replaced:

### **IMPORTANT!**

At the time of publishing, replacement parts are not available.

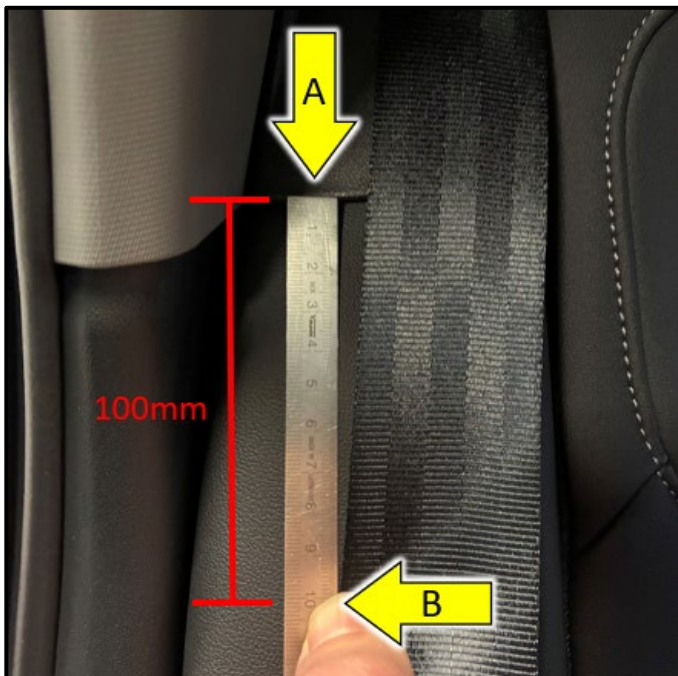
Inventory vehicles that fail the inspection cannot be sold until the seat belts are replaced.

Customer vehicles that fail the inspection can be released to the customer until parts become available.



- If the belt traveled less than 20mm <arrow A>, while holding the belt in place, continue with the next step.

**STEP 6**



- Keep the belt locked and slide your hand down to the 100mm mark <arrow B> below the reference point <arrow A> while keeping tension on the belt.
- Repeat steps four, five, and six 12 times.
- If the belt travels 20mm or more during any of the tests, replacement of the seat belt is necessary:

**⚠ IMPORTANT!**

At the time of publishing, replacement parts are not available.

Inventory vehicles that fail the inspection cannot be sold until the seat belts are replaced.

Customer vehicles that fail the inspection can be released to the customer until parts become available.

- If the belt passes all 12 tests, replacement of the seat belt is not necessary.
- **Criteria 03 vehicles only:**
  - Repeat the testing procedure on the other affected seat belt.



**NOTE**

To download a video of the test procedure, select the hyperlink in the “Action” column under the “Campaigns/Actions” section in Elsa2Go.

In the video, there are more than 12 tests shown to ensure the testing process is made clear.

**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.