



Technical Service Bulletin

69 Front seatbelt is twisted

69 19 38 2054504/1 April 1, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, and Q8	2019	All	Not Applicable

Condition

Customer states:

- The driver or passenger front seatbelt is twisted.

Technical Background

For the new C8, D5, and Q8 vehicles, the seatbelt diverter assembly in the upper B pillar was changed and the opening is larger than previous models. This allows for the belt to become twisted under certain circumstances when releasing the belt after unbuckling the seatbelt assembly.

Production Solution

A solution for this concern is currently in development.



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Service

1. The twist that is within the seatbelt assembly can be removed without any disassembly of the B pillar trim on either side of the vehicle. The pictures below show the twist and how it could look (Figure 1 and 2).



Figure 1. Example of a twisted seatbelt.



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Figure 2. Example of a twisted seatbelt.

2. To remove the twist from the seatbelt assembly, all you need to do is feed a twist in the opposite direction that the seatbelt is currently twisted.

Please review the audio/video example below: <https://audi-external.kzoplatform.com:443/#/player/medium/1384922160346175460?autoplay=on> (Figure 3).



Figure 3. The QR code for supporting video.



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Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6911		
Damage Code:	0018		
Labor Operations:	Remove twist from front seatbelt assembly	6911 9999	25 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2054504/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2054504) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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