

Compliance Recall

Code: 69CS



Subject Automatic Locking Retractor (ALR) Seat Belt Retractors

Release Date August 13, 2021

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	A4 ALLROAD	139
USA	2021	2021	A4 SEDAN	3,109
USA	2021	2021	A5 CABRIOLET	97
USA	2021	2021	A5 COUPE	77
USA	2021	2021	A5 SPORTBACK	1,446
USA	2021	2021	A6 ALLROAD	261
USA	2021	2021	A6 SEDAN	2,076
USA	2021	2021	A7	415
USA	2021	2021	A8	306
USA	2021	2021	E-TRON QUATTRO	2,495
USA	2021	2021	E-TRON SPORTBACK QUATTRO	700
USA	2021	2021	Q3	8,781
USA	2021	2021	Q5	10,217
USA	2021	2021	Q5 SPORTBACK	1,161
USA	2021	2021	Q7	6,270
USA	2021	2021	Q8	1,546
USA	2021	2021	RS5 COUPE	181
USA	2021	2021	RS5 SPORTBACK	627
USA	2021	2021	RS6 AVANT	304
USA	2021	2021	RS7	313
USA	2021	2021	RSQ8	232
USA	2022	2022	S3 SEDAN	24
USA	2021	2021	S4 SEDAN	325
USA	2021	2021	S5 CABRIOLET	41
USA	2021	2021	S5 COUPE	48
USA	2021	2021	S5 SPORTBACK	385
USA	2021	2021	S6 SEDAN	166
USA	2021	2021	S7	132
USA	2021	2021	S8	27
USA	2021	2021	SQ5	704
USA	2021	2021	SQ5 SPORTBACK	278
USA	2021	2021	SQ7	389
USA	2021	2021	SQ8	199

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2021 Audi of America, Inc. and Audi Canada. All Rights Reserved.

CAN	2021	2021	A4 ALLROAD	79
CAN	2021	2021	A4 SEDAN	223
CAN	2021	2021	A5 CABRIOLET	11
CAN	2021	2021	A5 COUPE	21
CAN	2021	2021	A5 SPORTBACK	117
CAN	2021	2021	A6 ALLROAD	23
CAN	2021	2021	A6 SEDAN	27
CAN	2021	2021	A7	12
CAN	2021	2021	A8	13
CAN	2021	2021	E-TRON QUATTRO	190
CAN	2021	2021	E-TRON SPORTBACK QUATTRO	101
CAN	2021	2021	Q3	2,566
CAN	2021	2021	Q5	2,069
CAN	2021	2021	Q5 SPORTBACK	205
CAN	2021	2021	Q7	424
CAN	2021	2021	Q8	108
CAN	2021	2021	RS5 COUPE	26
CAN	2021	2021	RS5 SPORTBACK	72
CAN	2021	2021	RS6 AVANT	85
CAN	2021	2021	RS7	29
CAN	2021	2021	RSQ8	42
CAN	2022	2022	S3 SEDAN	2
CAN	2021	2021	S4 SEDAN	57
CAN	2021	2021	S5 CABRIOLET	11
CAN	2021	2021	S5 COUPE	47
CAN	2021	2021	S5 SPORTBACK	98
CAN	2021	2021	S6 SEDAN	3
CAN	2021	2021	S7	7
CAN	2021	2021	S8	5
CAN	2021	2021	SQ5	256
CAN	2021	2021	SQ5 SPORTBACK	171
CAN	2021	2021	SQ7	58
CAN	2021	2021	SQ8	40

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

Autoliv has determined that certain seat belt assemblies do not comply with regulatory requirements. In these certain seat belt assemblies, the automatic locking retractor (ALR) function may deactivate early before the webbing is fully retracted.

The ALR function is required by regulatory requirement. This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats.

With child restraint seats for which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable so that the seat

belt assembly can be used to tightly secure the child restraint seat, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

Corrective Action Inspect and, if necessary, replace the affected seat belt(s).

Precautions A vehicle owner who elects to use the seat belt instead of the LATCH system to secure a child restraint seat will notice that the seat belt is not locked and the audible clicking noise made when the ALR function is activated stops well before the seat belt webbing is fully retracted.

Code Visibility On or about August 13, 2021, the campaign code will be applied to affected vehicles.

Owner Notification Owner notification will take place in August 2021. Owner letter examples are included in this bulletin for your reference.

Additional Information **Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

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.

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 (if required)

CRITICAL PARTS INFORMATION



Do not order the following parts unless they are absolutely needed! The expected need for the following parts is less than 1%. Ordering parts unnecessarily will cause delays.

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: NO	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria*	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description above)
02, 04, 05 or 08	1	SEE ETKA	SEAT BELT (front passenger)	VIN to Order
01, 03, 06, 07, 09, 10, 11 or 12	1	SEE ETKA	SEAT BELT (second row center)	VIN to Order
	Up to 3	SEE ETKA	SEAT GROMMET (if required)	Free Order

*NOTE: Some VINs are assigned two criteria

NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

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 customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	69CS		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.			
Criteria I.D.	ALL		
	Inspect front passenger and/or second row center seat belt. Seat belt(s) function properly. No further work required.		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	20	Inspect one seat belt, no further work required
		<i>or</i>	
		30	Inspect two seat belts, no further work required

Continued on next page

OR	Inspect seat belt(s). Seat belt(s) require replacement.		
Criteria I.D.	01 – Inspect rear center seat belt. Seat belt requires replacement.		
Model Code	8YS (S3 SEDAN)		
	LABOR		
	Labor Op	Time Units	Description
	6912 55 99	120	Replace Rear Center Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Rear Center Seat Belt
	Up to 2.00	5G0886373	GROMMET
Criteria I.D.	02 and 03 - Inspect front passenger and rear center seat belt. One or more seat belts require replacement.		
Model Code	F3B (Q3)		
	LABOR		
	Labor Op	Time Units	Description
	6911 59 99	90	Replace Front Passenger Seat Belt
	<i>or</i>		
	6912 63 99	180	Replace Center Rear Seat Belt
	<i>or</i>		
	6911 60 99	240	Replace Front Passenger <i>and</i> Center Rear Seat Belt
	<i>Add if necessary:</i>		
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Front Passenger Seat Belt
	<i>And/or:</i>		
	1.00	SEE ETKA	Center Rear Seat Belt
Up to 2.00	5G0886373	GROMMET	

Continued on next page

Criteria I.D.	03 ONLY – Inspect rear center seat belt. Seat belt requires replacement.		
Model Code	F3B (Q3)		
	LABOR		
	Labor Op	Time Units	Description
	6912 62 99	170	Replace Center Rear Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Rear Center Seat Belt
	Up to 2.00	5G0886373	GROMMET
Criteria I.D.	04 – Inspect front passenger seat belt. Seat belt requires replacement.		
Model Codes	FYG (Q5, Q5 Sportback) or FYT (SQ5 ,SQ5 Sportback)		
	LABOR		
	Labor Op	Time Units	Description
	6911 55 99	80	Replace Front Passenger Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Front Passenger Seat Belt
Criteria I.D.	05 ONLY – Inspect front passenger seat belt. Seat belt requires replacement.		
Model Code	4MG (Q7, SQ7)		
	LABOR		
	Labor Op	Time Units	Description
	6911 56 99	110	Replace Front Passenger Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Front Passenger Seat Belt

Continued on next page

Criteria I.D.	06 ONLY – Inspect rear center seat belt. Seat belt requires replacement.		
Model Code	4MG (Q7, SQ7)		
	LABOR		
	Labor Op	Time Units	Description
	6912 56 99	150	Replace Rear Center Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Rear Center Seat Belt
Criteria I.D.	05 and 06 - Inspect front passenger and rear center seat belt. One or more seat belts require replacement.		
Model Code	4MG (Q7, SQ7)		
	LABOR		
	Labor Op	Time Units	Description
	6911 62 99	120	Replace Front Passenger Seat Belt
	<i>or</i>		
	6912 57 99	160	Replace Center Rear Seat Belt
	<i>or</i>		
	6911 63 99	260	Replace Front Passenger <i>and</i> Center Rear Seat Belt
	<i>Add if necessary:</i>		
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Front Passenger Seat Belt
	<i>And/or:</i>		
1.00	SEE ETKA	Center Rear Seat Belt	

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Criteria I.D.	07 – Inspect rear center seat belt. Seat belt requires replacement.		
Model Code	4MN (Q8, SQ8, RSQ8)		
	LABOR		
	Labor Op	Time Units	Description
	6912 57 99	160	Replace Rear Center Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Rear Center Seat Belt
	Up to 2.00	4M8886373	GROMMET (if equipped)
Criteria I.D.	08 ONLY – Inspect front passenger seat belt. Seat belt requires replacement.		
Model Code	8WC (A4, S4 Sedan), 8WJ (A4 Allroad)		
	LABOR		
	Labor Op	Time Units	Description
	6911 55 99	80	Replace Front Passenger Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Front Passenger Seat Belt
Criteria I.D.	08 ONLY – Inspect front passenger seat belt. Seat belt requires replacement.		
Model Code	F5E (A5, S5 Cabriolet)		
	LABOR		
	Labor Op	Time Units	Description
	6911 57 99	130	Replace Front Passenger Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Front Passenger Seat Belt

Criteria I.D.	08 ONLY – Inspect front passenger seat belt. Seat belt requires replacement.		
Model Codes	F5P (A5, S5, RS5 Coupe) or F5F (A5, S5, RS5 Sportback)		
	LABOR		
	Labor Op	Time Units	Description
	6911 61 99	140	Replace Front Passenger Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Front Passenger Seat Belt
Criteria I.D.	09 ONLY – Inspect rear center seat belt. Seat belt requires replacement.		
Model Codes	8WC (A4, S4 Sedan), 8WJ (A4 Allroad) or F5F (A5, S5, RS5 Sportback)		
	LABOR		
	Labor Op	Time Units	Description
	6912 58 99	90	Replace Rear Center Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Rear Center Seat Belt
	Up to 2.00	5G0886373	GROMMET (if equipped)

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Criteria I.D.	08 and 09 - Inspect front passenger and rear center seat belt. One or more seat belts require replacement.		
Model Codes	8WC (A4, S4 Sedan), 8WJ (A4 Allroad)		
	LABOR		
	Labor Op	Time Units	Description
	6911 59 99	90	Replace Front Passenger Seat Belt
	<i>or</i>		
	6912 59 99	100	Replace Center Rear Seat Belt
	<i>or</i>		
	6911 64 99	160	Replace Front Passenger <i>and</i> Center Rear Seat Belt
	<i>Add if necessary:</i>		
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Front Passenger Seat Belt
	<i>And/or:</i>		
	1.00	SEE ETKA	Center Rear Seat Belt
Up to 2.00	5G0886373	GROMMET (if equipped)	

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Criteria I.D.	08 and 09 - Inspect front passenger and rear center seat belt. One or more seat belts require replacement.		
Model Code	F5F (A5, S5, RS5 Sportback)		
	LABOR		
	Labor Op	Time Units	Description
	6911 58 99	150	Replace Front Passenger Seat Belt
	<i>or</i>		
	6912 59 99	100	Replace Center Rear Seat Belt
	<i>or</i>		
	6911 65 99	220	Replace Front Passenger <i>and</i> Center Rear Seat Belt
	<i>Add if necessary:</i>		
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Front Passenger Seat Belt
	<i>And/or:</i>		
1.00	SEE ETKA	Center Rear Seat Belt	
Up to 2.00	5G0886373	GROMMET (if equipped)	
Criteria I.D.	10 – Inspect rear center seat belt. Seat belt requires replacement.		
Model Codes	4A2 (A6, S6 Sedan), 4KA (A7, S7, RS7), 4AH (A6 Allroad) or 4A5 (RS6 Avant)		
	LABOR		
	Labor Op	Time Units	Description
	6912 59 99	100	Replace Rear Center Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Rear Center Seat Belt
	Up to 3.00	5G0886373	GROMMET (if equipped)

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Criteria I.D.	11 – Inspect rear center seat belt. Seat belt requires replacement.		
Model Codes	GEA (e-tron Sportback Quattro) or GEN (e-tron Quattro)		
	LABOR		
	Labor Op	Time Units	Description
	6912 60 99	110	Replace Rear Center Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Rear Center Seat Belt
	Up to 3.00	80A886373	GROMMET (if equipped)
Criteria I.D.	12 – Inspect rear center seat belt. Seat belt requires replacement.		
Model Code	4N8 (A8, S8)		
	LABOR		
	Labor Op	Time Units	Description
	6912 61 99	300	Replace Rear Center Seat Belt
	0150 00 00	Time stated on diagnostic protocol	Clear Repair Related Faults (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	Rear Center Seat Belt

Customer Letter Example (USA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 21V606

Subject: Compliance Recall 69CS – Automatic Locking Seat Belt Retractors (ALR)

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 2021-2022 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 208 *Occupant Crash Protection*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Autoliv has determined that certain seat belt assemblies do not comply with regulatory requirements. In these certain seat belt assemblies, the automatic locking retractor (ALR) function may deactivate early before the webbing is fully retracted.

The ALR function is required by regulatory requirement. This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats.

With child restraint seats for which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable so that the seat belt assembly can be used to tightly secure the child restraint seat, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

What will we do? To correct this noncompliance, your authorized Audi dealer will inspect and, if necessary, replace the affected seat belt(s). This work will take about an hour to complete and will be performed for you free of charge. If a seat belt requires replacement, your dealer will have to order parts. Please keep in mind that your dealer may need additional time for the preparation of the repair, 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 repair. 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 A vehicle owner who elects to use the seat belt instead of the LATCH system to secure a child restraint seat will notice that the seat belt is not locked and the audible clicking noise made when the ALR function is activated stops well before the seat belt webbing is fully retracted.

Lease vehicles and address changes 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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns 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).

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: 1-800-424-9153); or go to <http://www.safercar.gov>.

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: 2021-486

Subject: Compliance Recall 69CS – Automatic Locking Seat Belt Retractors (ALR)

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.

What is the issue?

Autoliv has determined that certain seat belt assemblies do not comply with regulatory requirements. In these certain seat belt assemblies, the automatic locking retractor (ALR) function may deactivate early before the webbing is fully retracted.

The ALR function is required by regulatory requirement. This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats.

With child restraint seats for which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable so that the seat belt assembly can be used to tightly secure the child restraint seat, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

What will we do?

To correct this noncompliance, your authorized Audi dealer will inspect and, if necessary, replace the affected seat belt(s). This work will take about an hour to complete and will be performed for you free of charge. If a seat belt requires replacement, your dealer will have to order parts. Please keep in mind that your dealer may need additional time for the preparation of the repair, 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 repair.

Precautions you should take

A vehicle owner who elects to use the seat belt instead of the LATCH system to secure a child restraint seat will notice that the seat belt is not locked and the audible clicking noise made when the ALR function is activated stops well before the seat belt webbing is fully retracted.

Lease vehicles and address changes

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 you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, 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

Repair Overview



- Check the Automatic Locking Retractor (ALR) function on the seat belts according to specified criteria, and replace if necessary.

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 ← 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!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Seat Belt Inspection

Use the following chart to determine which seat belts will be inspected based on the VIN's criteria

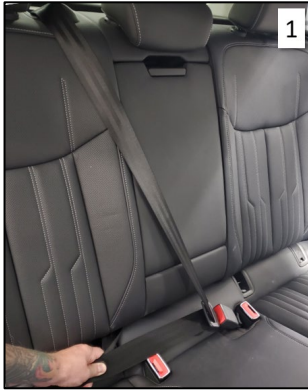
Criteria	Seat belt Position
01	Second Row Center
02,03	Passenger Front and Second Row Center
03	Second Row Center
04	Passenger Front
05	Passenger Front
05,06	Passenger Front and Second Row Center
06	Second Row Center
07	Second Row Center
08	Passenger Front
08,09	Passenger Front and Second Row Center
09	Second Row Center
10	Second Row Center
11	Second Row Center
12	Second Row Center



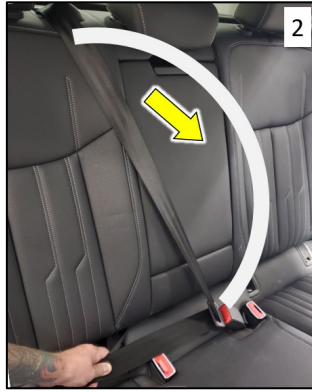
Testing the Automatic Locking Retractor (ALR) function on the second row center seat belt:

- Fasten and buckle seat belt over an empty seat.
- Extract 200 - 250 mm lower belt webbing, fold and fix with your hand (as shown).
- The seat belt remains buckled and the lower seat belt webbing remains held.
- Pull the webbing all the way out of the seat belt retractor. This will activate the ALR.
- Slowly retract the webbing back into the seat belt retractor. You will hear a ratcheting sound.
- Pull on the belt with uniform and steady pressure and verify the belt cannot be pulled out of the seat belt retractor.
- If the seat belt locks so the webbing cannot be pulled out of the retractor:
 - Unfasten the seat belt and repeat the tests 5 times in succession.
- If the seat belt retractor locks without releasing for all tests:
 - No further work is required.
 - Proceed to Section D.
- If the seat belt retractor does not lock during any of the tests:
 - The affected seat belt must be replaced.
 - Proceed to Section C.

Second Row Center Seat Belt ALR Function Test Recap:



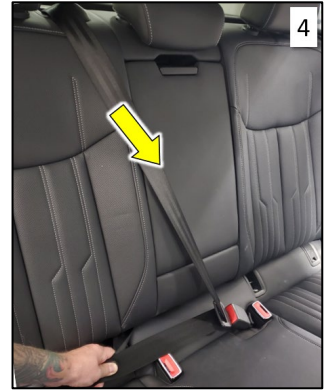
Step 1) Fasten seat belt over an empty seat and gather excess webbing.



Step 2) Pull webbing all the way out of seat belt retractor to activate ALR.



Step 3) Slowly retract the webbing all the way back into the seat belt retractor while the seat belt remains buckled. You will hear a ratcheting sound.



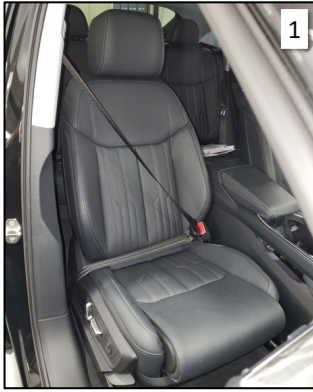
Step 4) Pull on the seat belt and verify it is locked and cannot be pulled out of the seat belt retractor.



Testing the Automatic Locking Retractor (ALR) function on the front passenger seat belt:

- The seat must be empty.
- Fasten and buckle seat belt over the empty seat.
- The seat belt remains buckled.
- Pull the webbing all the way out of the seat belt retractor. This will activate the ALR.
- Slowly retract the webbing back into the seat belt retractor.
- You will hear a ratcheting sound.
- Pull on the belt with uniform and steady pressure and verify the belt cannot be pulled out of the seat belt retractor.
- If the seat belt locks so the webbing cannot be pulled out of the retractor:
 - Unfasten the seat belt and repeat the tests 5 times in succession.
- If the seat belt retractor locks without releasing for all tests:
 - No further work is required.
 - Proceed to Section D.
- If the seat belt retractor does not lock during any of the tests:
 - The affected seat belt must be replaced.
 - Proceed to Section C.

Front Passenger Seat Belt ALR Function Test Recap:



Step 1) Fasten seat belt over an empty seat.



Step 2) Pull webbing all the way out of seat belt retractor to activate ALR.

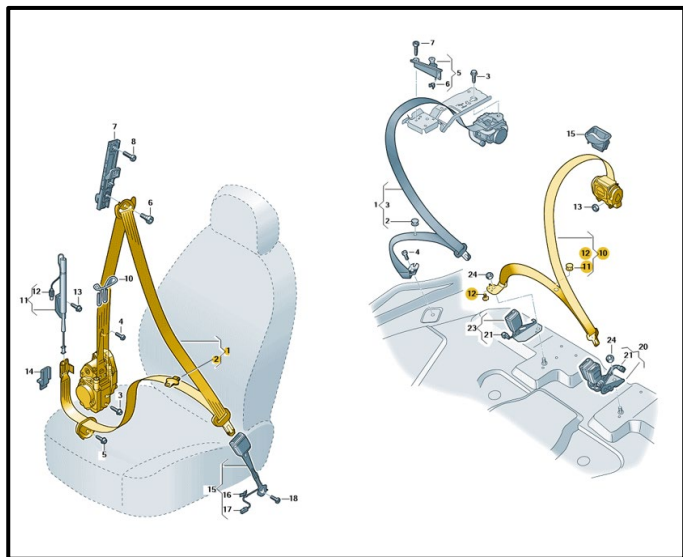


Step 3) Slowly retract the webbing all the way back into the seat belt retractor while the seat belt remains buckled. You will hear a ratcheting sound.



Step 4) Pull on the seat belt and verify it is locked and cannot be pulled out of the seat belt retractor.

Section C – Seat Belt Replacement



Replace affected seat belt according to the ELSA Repair Manual:

- Verify the correct seat belt part number and color code in ETKA.
- See ELSA Repair Manual, group 69: *Repair manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Seat Belts*

Note the following during the repair:

- Per the repair manual, the belt end fitting and retractor fasteners do not require replacement unless the vehicle was in an accident.
- If a rear seat bench requires removal, the seat grommets must be replaced (if equipped).
- Adhere to all warnings outlined in the repair manual.
- Reference ELSA Repair Manual for special tools.
- After repairs are complete:
 - Proceed to Section D.

Section D – 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 E**

Section E - 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.