



# Technical Service Bulletin

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## 69 Front seat belt is twisted

69 20 49 2058455/2 April 1, 2020. Supersedes Technical Service Bulletin Group 69 number 20-47 dated February 6, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q8, and Audi e-tron quattro	2019 - 2020	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Added Q8 procedure for seat belt not available) Revised <i>Warranty</i> (Added second warranty table)
1	02/06/2020	Initial publication

### Customer states:

- One or both front seat belts are twisted.

### Workshop findings:

- The seat belt webbing was pulled through the deflector of the seat belt height adjuster while twisted. The twisting of the seat belt webbing is predominantly caused by the "seat belt park function" featured in the reversible seat belt tensioners.

## Technical Background

When exiting the vehicle, the seat belt can slightly twist when unbuckled. This twist can move up to the deflector of the seat belt height adjuster when the seat belt retracts. If the "seat belt park function" then occurs, this twist can be pulled past the seat belt deflector resulting in a completely twisted seat belt.

## Production Solution

The implementation of modified seat belt deflector guides for A6, A7, A8, and Audi e-tron quattro during production is in the planning stages.

The modified seat belts were implemented in Q8 production starting in December of 2019.



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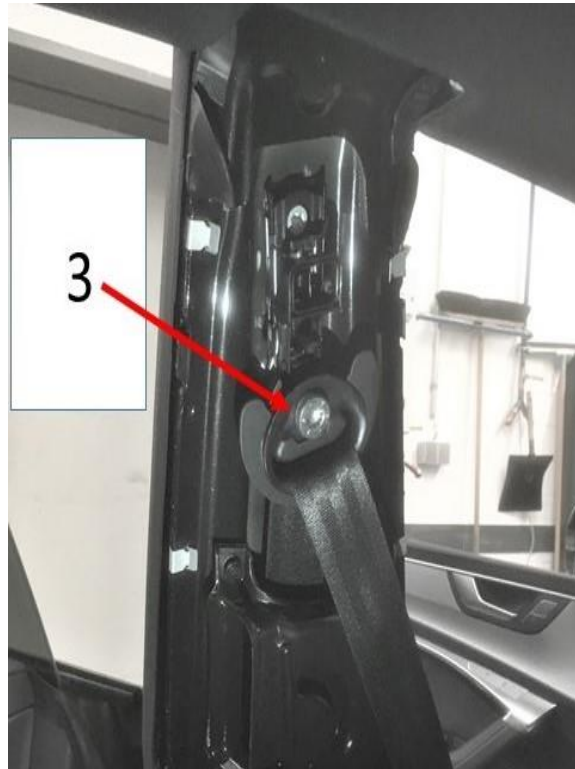
## Service

### A6, A7, A8, and Audi e-tron quattro

1. Remove the upper B-Pillar trim on the affected side according to the repair manual.
2. Remove the bolt of the seat belt deflector (Figure 1, Pos. 3).



**Tip:** It is not necessary to remove the seat belt to perform this repair.



**Figure 1.** Seat belt deflector at height adjuster with B-Pillar trim removed.



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3. Use your thumb to remove the old belt guide (plastic part) from the steel deflector. Start by detaching the guide from the bolt hole, then press out the lower section covering the metal tab (Figures 2 and 3).



**Note:**

Do not use sharp objects to remove the old belt guide to avoid damaging the seat belt webbing.



**Figure 2.** Backside of seat belt deflector. Deflector trim tabs engaged in old belt guide.



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*Figure 3. Removing old seat belt guide starting at the bolt hole.*



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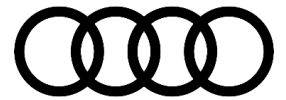
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4. With the old belt guide removed, turn the seat belt webbing to remove the twist (Figure 4).



**Figure 4.** Old seat belt guide removed. Seat belt twist corrected.

5. Install the modified belt guide 4K8 857 799 on the front driver side and 4K8 857 800 on the front passenger side (Figure 2, Pos. 4).



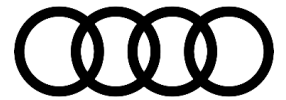
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6. Start installing the modified seat belt guide at the deflector metal tab (Figure 5).



**Figure 5.** Installing modified seat belt guide starting with the metal tab on the bottom.



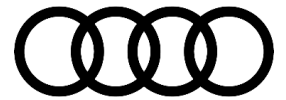
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7. Push the new guide into the bolt hole until you can hear the plastic retainers snap into place (Figure 6).



*Figure 6. Seat belt deflector with new guide installed.*



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8. Inspect the front of the deflector for proper installation of the guide locking tabs at the bolt hole (Figure 7, Pos. 6)



*Figure 7. Belt guide locking tabs correctly secured at bolt hole.*





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9. Inspect the back of the deflector for proper installation of the deflector trim locking tabs to seat belt guide (Figure 8, Pos. 7)



**Figure 8.** Seat belt deflector trim locking tabs properly secured to seat belt guide.

10. Reinstall the seat belt deflector at the height adjuster according to the repair manual.
11. Completely pull out the seat belt to ensure that the belt retracts as designed.
12. Reinstall the B-Pillar trim according to the repair manual.



**Tip:** Only perform this repair on the affected side.

## Q8



### Note:

At the time of publication, certain Q8 seat belts were **not available**. Please **check availability** with your Parts Department **prior to** performing any repairs to determine proper course of action.



**Tip:** Only perform this repair on the affected side. Only order modified seat belts for twist concerns. For all other concerns, the non-modified seat belts can be used.



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## **Q8 Seat Belt(s) available**

1. Order the modified seat belt(s) according to the parts table (refer to ETKA for color code).
2. Replace the affected front seat belt(s) according to the repair manual.

## **Q8 Seat Belt(s) NOT available**

1. The twist that is within the seat belt 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 9 and 10).



*Figure 9. Example of a twisted seat belt.*



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**Figure 10.** Example of a twisted seat belt.

2. To remove the twist from the seat belt assembly, all you need to do is feed a twist in the opposite direction that the seat belt is currently twisted. Please review the audio/video example below:

<https://audiexternal.kzopplatform.com:443/#/player/medium/1384922160346175460?autoplay=on> (Figure 11).



**Figure 11.** The QR code for supporting video.



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## Warranty

**Scenario 1: If the part is available, use the table below:**

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	6913		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Modify 1 front belt	6911 4999	40 TU (A6 and A7) 50 TU (A8 and Audi e-tron quattro)
	Modify 2 front belts	6911 5099	70 TU (A6 and A7) 90 TU (A8) 80 TU (Audi e-tron quattro)
	Remove and install 1 belt	6911 1900	See SRT (Q8 Only)
	Remove and install 2 belts	6911 2000	See SRT (Q8 Only)
<b>Diagnostic Time:</b>	GFF	0150 0000 (Q8 Only)	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2058455/2		

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.

**Scenario 2: Without the part available:**

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> </ul>
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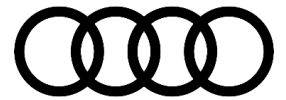
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	<ul style="list-style-type: none"> <li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	6911		
<b>Damage Code:</b>	0018		
<b>Labor Operations:</b>	Remove twist from front seatbelt assembly	6911 9999	25 TU
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2058455/2		

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.

## Required Parts and Tools

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!			
Part Number		Part Description	Quantity
See ETKA		Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
4K8857799		Relay fitting, left front (A6, A7, A8, and Audi e-tron quattro)	01 as needed
4K8857800		Relay fitting, right front (A6, A7, A8, and Audi e-tron quattro)	01 as needed
Old	New	Q8 three-point automatic seat belt	
4M8857705*	4M8857705C*	Three-point automatic seat belt with belt tensioner	01 as needed
4M8857706*	4M8857706C*	Three-point automatic seat belt with belt tensioner	01 as needed
4M8857705A*	4M8857705D*	Three-point automatic seat belt with belt tensioner	01 as needed
4M8857706A*	4M8857706D*	Three-point automatic seat belt with belt tensioner	01 as needed



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4M8857705B*	4M8857705E*	Three-point automatic seat belt with belt tensioner	01 as needed
4M8857706B*	4M8857706E*	Three-point automatic seat belt with belt tensioner	01 as needed
4ML857705*	4ML857705A*	Three-point automatic seat belt with belt tensioner	01 as needed
4ML857706*	4ML857706A*	Three-point automatic seat belt with belt tensioner	01 as needed

## Additional Information

All parts and service references provided in this TSB (2058455) are subject to change and/or removal.

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