



# Technical Service Bulletin

## 69 Front seat belt is twisted

69 21 65 2058455/4 May 17, 2021. Supersedes Technical Service Bulletin Group 69 number 20-51 dated May 11, 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             |
| S6, S7, and Audi e-tron Sportback          | 2020        | All             | Not Applicable             |
| A6, A7                                     | 2021        | 000001 - 014000 | Not Applicable             |
| A8   | 2021        | 000001 - 004600 | Not Applicable             |
| RS 6, RS 6 Avant, and RS 7                 | 2021        | 900001 - 901252 | Not Applicable             |
| Audi e-tron quattro, Audi e-tron Sportback | 2021        | 000001 - 005800 | Not Applicable             |

## Condition

| REVISION HISTORY |            |   |
|------------------|------------|---|
| Revision         | Date       | Purpose   |
| 4                | -          | Revised header ((Added MY21 A6 and A7 family, A8, Audi e-tron quattro and Audi e-tron Sportback)<br>Revised <i>Production Solution</i> (Modified production solution timing for A6, A7, A8 and Audi e-tron quattro) |
| 3                | 05/11/2020 | Revised <i>Service</i> (Removed Q8 procedure for seat belt not available)<br>Revised <i>Warranty</i> (Removed second warranty table)  |
| 2                | 04/01/2020 | Revised <i>Service</i> (Added Q8 procedure for seat belt not available)<br>Revised <i>Warranty</i> (Added second warranty table)  |

### Customer states:

- One or both of the front seat belts are twisted.

### Workshop findings:



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- 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

Seat belts with modified deflector guides for A6, A7, A8 and Audi e-tron quattro implemented in production in the 3<sup>rd</sup> quarter of 2020.

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

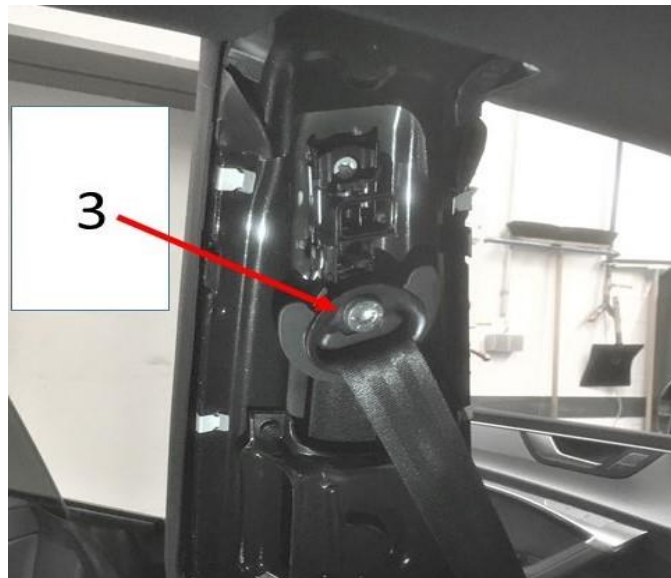
## Service

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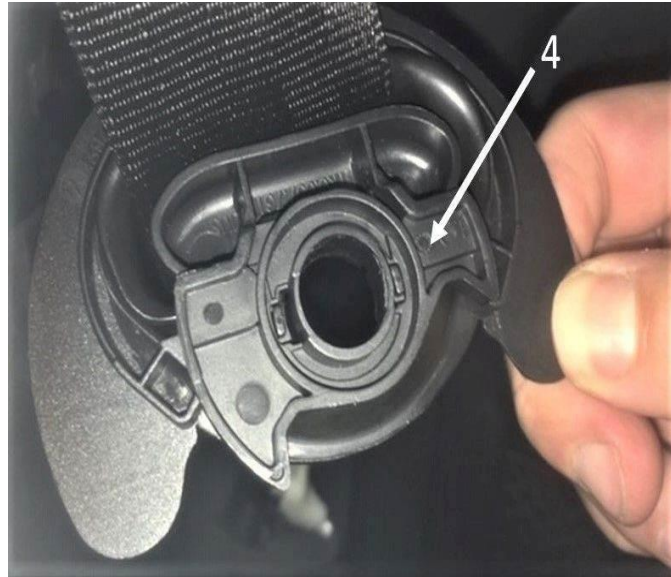
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3. Use your thumb to remove the old belt guide (plastic part) from the steel deflector. Start by detaching the guide from the bolt hole, then press out the lower section covering the metal tab (Figures 2 -3).



**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.



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



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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).
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



**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.

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.



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## Warranty

|                          |   |                     |   |
|--------------------------|---|---------------------|---|
| <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 family)<br>50 TU (A8, Audi e-tron quattro, and Audi e-tron Sportback)          |
|                          | Modify 2 front belts  | 6911 5099           | 70 TU (A6 and A7 family)<br>90 TU (A8)<br>80 TU (Audi e-tron quattro and Audi e-tron Sportback) |
|                          | <b>Q8 Only:</b>   |                     |   |
|                          | Remove and install 1 belt   | 6911 1900           | See SRT with associated operations  |
|                          | Remove and install 2 belts  | 6911 2000           | See SRT with associated operations  |
| <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 #2058455/4   |                     |   |





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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  |
| 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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