



# Technical Service Bulletin

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## 69 Seat belt is hard to latch in the belt buckle

69 21 72 2063398/2 October 12, 2021. Supersedes Technical Service Bulletin Group 69 number 21-66 dated May 18, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2018 - 2023	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Model Year 2023 and corrected an Elsa display issue)
1	05/18/2021	Initial publication

### Customer states:

- The seat belt is hard to latch or cannot be latched in the belt buckle.

### Workshop findings:

- The customer concern can be confirmed/duplicated.

## Technical Background

Most belt buckles analyzed for this concern show evidence of outside influence. Foreign objects, traces of sticky fluids, and damage caused by third parties have been identified.

Foreign objects, sticky fluids, and damage can prevent the belt buckle from latching properly. As a result, the seat belt is hard to latch or cannot be latched in the belt buckle.

## Production Solution

Not applicable.



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## Service

1. Check for foreign objects and/or traces of fluid spills inside the belt buckle.
2. Check for mechanical damage to the belt buckle caused by outside influence such as a seat belt adapter (dummy clip).

Claims for replaced parts will not be reimbursed.

## Warranty

This damage is due to outside influence and is not covered by any Audi Warranty.

## Additional Information

All part and service references provided in this TSB (2063398) 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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