

Technical Service Bulletin



72 Audi Q5 rattle from left rear seat back

72 12 04 2030729/2 November 30, 2012. Supersedes Technical Service Bulletin Group 72 number 12-03 dated September 5, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi Q5	2009 - 2012	All	Not Applicable
	2013	000001 - [REDACTED]	

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (additional model year, new VIN break) Revised <i>Condition</i> (additional symptom) Revised <i>Technical Background</i> (additional symptom) Revised <i>Production Solution</i> Revised <i>Service</i> (service solution added) Revised <i>Warranty</i> (warranty and parts tables added)
1	9/5/2012	Original publication

Customer may report squeak or rattle sounds coming from the rear seat area.

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The rattle sound can be caused from the pivot point of the torsion bar (Figure 1) within the 2/3 rear seat backrest pivot assembly.



Figure 1. Left rear seat noise area marked with red arrows.

The squeak noise may be coming from the rear seat armrest area, specifically from the contact surface between the armrest lock and the striker pin.



Figure 2. Armrest lock striker pin.

Production Solution

Improved 2/3 rear seatback frame torsion bar to pivot incorporating internal plastic guides. The striker pin has also been improved to reduce the contact surface with the lock.

Service

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If a rattle noise is heard, start diagnosis by way of a test drive with a partner. Have your partner drive while you sit in the right rear of the vehicle leaving no objects or passengers in the left rear side of the seat. This rattle is best diagnosed under these conditions. If the source of the rattle is the 2/3 rear seatback, the 2/3 rear seat backrest frame torsion bar is not serviceable. The 2/3 rear seatback frame must be replaced.

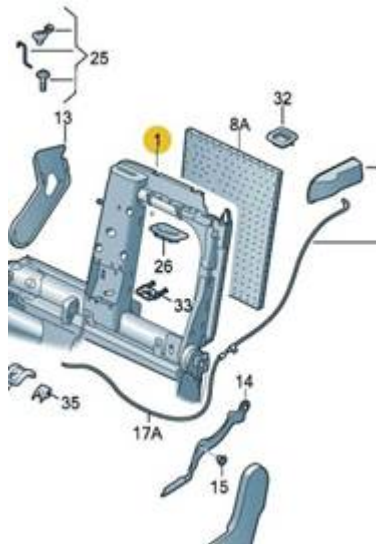


Figure 3. 2/3 seatback frame.

Should a squeak be heard and it is determined that the source of the squeak is the armrest lock, lightly sand the contact surface of the striker pin to create a “knurled” effect.



Figure 4. Area of striker pin to be lightly sanded.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	7250
Damage Code:	0020

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Labor Operations:	Left rear seat remove and reinstall	72 48 19 00	40 TU
	Left rear seat frame replace	72 55 55 50	90 TU
	Modify striker pin for rear armrest	74 55 99 99	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	01 21 00 02	10 TU
	Road test after service procedure	01 21 00 04	10 TU
	Technical diagnosis at dealer' s discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2030729/2		

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

Part Number	Part Description	Quantity
8R0 885 503 K	Frame - backrest	1
8R0 885 754 X XXX (use index and color code according to vehicle equipment)	Trunk Lining	1
D 001 200 M2	Universal adhesive	0.2

Additional Information

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All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.