

Technical Service Bulletin



72 Seat bottom makes noise; seems to have play when vehicle is cornering

72 14 14 2037166/1 May 6, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2013	078010 - 999999	Not Applicable
Q5	2014	000001 - 049004	Not Applicable

Condition

The front lower seat frame has play or makes noise when the vehicle is cornering.

Technical Background

The bolts on the seat pan that connect to the frame (Figure 1) were not properly torqued by the supplier, and they can become loose.



Figure 1. Bolts on seat pan (circled in black in top image and at red arrows in bottom image).

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Production Solution

Supplier check improvement during assembly.

Service

1. Remove the complete seat, seat cover, and seat foam according to the instructions in the Elsa Repair Manual.
2. Tighten the two support bracket bolts for the transverse pipe with 5 +/- 1 Nm.
3. Reinstall seat. Apply proper torque when bolting the seat frame to the floor.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7210		
Damage Code:	0018		
Labor Operations:	2 Front seats remove + reinstall	7201 2000	90 TU
	2 Front seat cover remove + reinstall	7413 2099	170 TU
	Tighten mounting bolts	7210 5099	20 TU
Claim Comment:	As per TSB #2037166/1		

Additional Information

All parts and service references provided in this TSB (2037166) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.