

Technical Service Bulletin



72 Rattle from left rear seat back

72 16 16 2030729/5 February 19, 2016. Supersedes Technical Service Bulletin Group 72 number 13-12 dated October 21, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi Q5	2009 - 2012	All	Not Applicable
Audi Q5	2013	000001 - 009164	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Required Parts and Tools</i> (Added alternative adhesive)
4	10/21/2013	Revised header data (Updated customer codes) Revised title
3	9/5/2013	Revised header data (Updated customer codes) Revised <i>Service</i> (Numbered steps)

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

Technical Background

- The rattle sound may 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).



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

If a rattle noise is heard:

1. Start diagnosis by performing a test drive. Sit in the right rear seat of the vehicle while someone drives.
2. Ensure that there are no objects or passengers in the left rear seat, as the rattle is best diagnosed under these conditions.
3. If the 2/3 rear seatback is confirmed as the source of the rattle, the 2/3 rear seatback frame must be replaced because it is not serviceable (Figure 3).

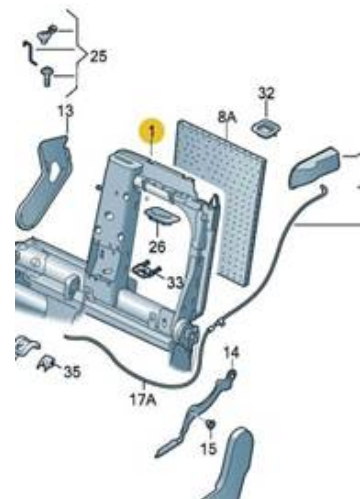


Figure 3. 2/3 seatback frame

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If a squeak noise is heard:

1. Confirm that the source of the squeak is the armrest lock.
2. Lightly sand the contact surface of the striker pin to create a “knurled” effect (Figure 4).



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		
Labor Operations:	Left rear seat remove and reinstall	7248 1900	40 TU
	Left rear seat frame replace	7255 5550	90 TU
	Modify striker pin for rear armrest	7455 9999	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	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 #2030729/5		

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.

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Required Parts and Tools

Part Number	Part Description	Quantity
8R0885503K	Frame - backrest	1
8R0885754XXXX (use index and color code according to vehicle equipment)	Trunk lining	1
D 001200M2	Universal adhesive	0.2
Or use as an alternative adhesive if D 001200M2 is not available:		
08090	3M™ Super Trim Adhesive	0.2

Additional Information

All parts and service references provided in this TSB (2030729) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.