



# Technical Service Bulletin

## 72 Seat belt positioner intermittently inoperative

72 17 20 2048311/3 August 29, 2017. Supersedes Technical Service Bulletin Group 72 number 17-19 dated August 2, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S5 Coupe	2018	000001 - 016503	With S Sport Seats
S5 Cabriolet	2018	000001 - 003694	With S Sport Seats

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (Added S5 Coupe) Revised <i>Technical Background</i> (Added S5 Coupe) Revised <i>Service</i> (Added S5 Coupe)
2	08/02/2017	Revised header data (Updated VIN break)
1	07/18/2017	Initial publication

On the S5 Coupe and S5 Cabriolet that are equipped with S Sport Seats (PR code Q4Q) the customer may report that the seatbelt positioner is intermittently inoperative.



### Note:

Only vehicles with S Sport Seats (PR code Q4Q) are affected. The seatbelts function normally, only the seatbelt positioner is an issue. No DTC's are stored.



**Figure 1.** S Sport Seats, PR Q4Q in the S5 Cabriolet.



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## Technical Background

Depending on the seat version with which the vehicle comes equipped, the seat could be adjusted to a position where the seatbelt positioner arm could make contact with the seatback e.g. seat adjusted fully upward and seatback tilted forward. The S5 Coupe and S5 Cabriolet equipped with S Sport seats (PR code Q4Q) are currently programmed to not activate the seatbelt positioner when the seat was adjusted in this way. The S5 Coupe and S5 Cabriolet equipped with S Sport seats PR code Q4Q are not at risk for contact between the seat and the seatbelt positioner.

## Production Solution

A software change has been implemented in production that changes the behavior of the seatbelt positioner.

## Service

On the S5 Coupe and S5 Cabriolet an update to both seat control modules with the SVM code indicated in the table is required. No further work is necessary. The seatbelt positioner will operate in all seat positions.

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update both seat control modules using the SVM action code as listed in the table below, if necessary:

Model(s)	Engine and/or Transmission	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
S5 Coupe (Equipped with PR code Q4Q <i>S Sport Seats</i> )	N/A	4M0 959 760*	0031	4M0 959 760*	0031	36A003
S5 Cabriolet (Equipped with PR code Q4Q <i>S Sport Seats</i> )	N/A	4M0 959 760*	0031	4M0 959 760*	0031	36A002



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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 vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	6438		
<b>Damage Code:</b>	0040		
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 70 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2048311/3		

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.

## Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2048311) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.

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