



Technical Service Bulletin

72 Seat belt positioner intermittently inoperative

72 19 21 2048311/4 September 17, 2019. Supersedes Technical Service Bulletin Group 72 number 17-20 dated August 29, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, S5, and RS 5 Cabriolet	2018	000001 - 003694	With S Sport Seats
A5, S5, and RS 5 Coupe	2018 - 2019	All	With S Sport Seats

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Added MY2019 A5/S5/RS 5 Coupe) Revised <i>Condition</i> (Added Static Concern) Revised <i>Technical Background</i> (Updated Background) Revised <i>Service</i> (Updated SVM Table)
3	08/29/2017	Revised header (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)



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Customer states:

- On the A5/S5/RS 5 Coupe and Cabriolet that are equipped with S Sport Seats (PR Code Q4Q) the customer may report that the seatbelt positioner is intermittently or statically inoperative.



Note:

Only vehicles with S Sport Seats (PR Code Q4Q) are affected. The seatbelts function normally, only the seatbelt positioner is an issue (Figure 1).

Workshop findings:

- No DTC's are stored.



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

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 A5/S5/RS 5 Coupe and Cabriolet equipped with S Sport Seats (PR Code Q4Q) are currently programmed to not activate the seatbelt positioner when the seat is adjusted in this way. The A5/S5 Cabriolet equipped with S Sport Seats PR code Q4Q are not at risk for contact between the seat and the seatbelt positioner due to seat to belt positioner tolerances.

Production Solution

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

Service

On the A5/S5/RS 5 Coupe and Cabriolet an update to both seat control modules with the SVM code indicated in the table below is required. No further work is necessary. The seatbelt positioner will operate in all seat positions.

SVM Update Instructions

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



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Model	Address	Old Target Data Container Number	Old Target Data Container Version	New Target Data Container Number	New Target Data Container Version (or higher)	SVM Code Input
A5/S5/RS 5 Coupe (Equipped with PR code Q4Q S Sport Seats)	0006	8W2909866B	*	8W2909866VB	0011	36A003
	0006	8W2909866C	*	8W2909866VC	0013	
	0036	8W2909856B	*	8W2909856VB	0013	
	0036	8W2909856C	*	8W2909856VC	0014	
A5/S5 Cabriolet (Equipped with PR code Q4Q S Sport Seats)	0006	8W5909866B	*	8W5909866D	*	36A002
	0036	8W5909856B	*	8W5909856D	*	

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	6438		
Damage Code:	0040		
Labor Operations:	Software Update	0151 0000	Time stated on diagnostic protocol (Max 70 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2048311/4		



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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 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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