



Technical Service Bulletin

PSS 72 Front seats entry assistance sporadically inoperative

72 20 23 2059031/1 March 25, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q8, and Audi e-tron quattro	2019 - 2020	All	Entry assist

Condition

Customer states:

- After opening the driver and/or front passenger door, the driver and/or front passenger seat sporadically moves to an implausible position. The Entry Assistance feature can be activated or deactivated in the MMI.
- After entering and starting the vehicle, the driver and/or passenger seat does not return to its original position. Instead, the seat reverses its direction and moves all the way back. After pressing the seat memory switch, the seat moves to the selected memory position.

Technical Background

While the seat moves during Entry Assistance, a brief action by the driver/passenger (e.g. applying the brakes, pushing against the footrest) causes a voltage peak in the seat control module. As a result, the overload limit is activated, causing the seat to reverse its direction of movement.

In the old software, the overload limit was programmed with this low force value to ensure that the pinch protection is sensitive enough when the seat moves backwards. In contrast to the old software, the new software can distinguish between forward and backward movement and define different forces respectively. Since the force during forward movement is not subject to pinch protection requirements, it can be higher in the new software.

Production Solution

An improved software is scheduled for implementation by the end of the 2nd Quarter of 2020.

Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*), or through the Technical Assistance page in Elsa.



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Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2059031) 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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