



Technical Service Bulletin

72 Front seats entry assistance sporadically inoperative

72 20 25 2060085/1 July 8, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2020	All	Not Applicable
A6, A7, A8, and Q8	2019 - 2020	All	Not Applicable

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 to address the condition is scheduled for implementation with model year 2021 in the driver seat control module, J136 (address word 0036) and passenger seat control module, J521 (address word 0006).

Service

This TSB replaces Pending Service Solution (PSS) TSB 2059031: *PSS 72 Front seats entry assistance sporadically inoperative.*



Technical Service Bulletin



Note:

For the Audi e-tron quattro refer to TSB 2059031: *PSS 72 Front seats entry assistance sporadically inoperative as a solution is being prepared.*

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the driver seat control module, J136 (address word 0036) and passenger seat control module, J521 (address word 0006) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
All	*	0042 0044	*	0064	36A006

3. Perform basic settings of the driver and passenger seats using the Guided Functions in ODIS.

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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7293		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 120 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU



Technical Service Bulletin

Claim Comment:	As per TSB #2060085/1
-----------------------	-----------------------

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(s) 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 (2060085) 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.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.