



Technical Service Bulletin

72 Noises from the second row seats

72 20 29 2060719/1 October 5, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, SQ7	2017 - 2022	All	Not Applicable

Condition

Customer states:

- The right and/or left second row seat squeaks, rattles or buzzes while driving.

Workshop findings:

- The squeak/rattle/buzz noise originates from the area of the second row seat locking plate in the floorboard when driving on rough roads.

Technical Background

Driving on rough roads causes relative movement between the seat frame lock and the locking plate (striker) in the floorboard. The vibrations generated by this relative movement are then transferred through the locking plate and the seat lock resulting in squeak, rattle and buzz concerns.

Production Solution

Optimized process in production.

Service

Adjust the outer locking plate in the floorboard of the affected seat by following these steps:



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- 1, Fold and tilt the affected seat forward to gain access to the outer locking plate (Figures 1 – 2).



Figure 1. Affected second row seat.



Figure 2. Affected seat unlatched and tilted forward.



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2. Remove the trim of the outer locking plate (door side) by following the repair manuals in Elsa (Figures 3 - 4).



Figure 3. Outer and inner locking plate with trim installed.



Figure 4. Outer locking plate trim removal.



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- Loosen both bolts of the locking plate and then move the locking plate evenly towards the rear of the vehicle by approximately 1.2mm (~ 3/64 inches) (Figures 5 - 6).


 **Tip:** Mark the location of the locking plate prior to loosening the bolts.



Figure 5. Outer locking plate with trim removed.

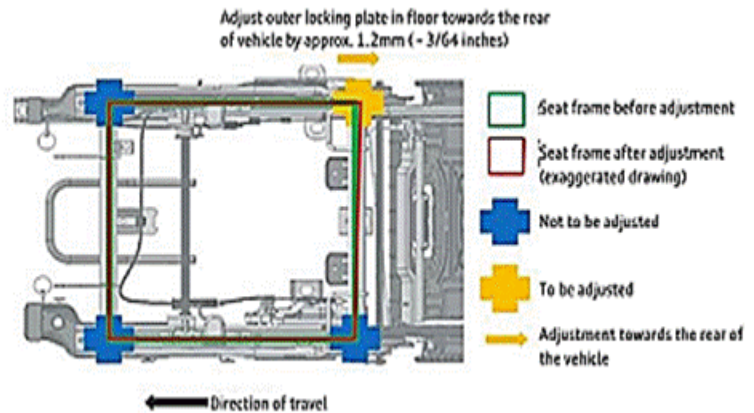


Figure 6. Adjustment of outer locking plate.

- Tighten the locking plate bolts according to the repair manuals and reinstall the locking plate trim.



Warning: Do not add tape or any other material to the locking plate. Adding tape/material could negatively affect the function of the seat latch and thus result in serious personal injury or death!

- Latch and unlatch the affected seat several times to verify that the seat properly latches in both locking plates.



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- Adjust the seat forward and backward several times to verify that the inner and outer seat rails of the affected seat latch simultaneously.

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:	7255		
Damage Code:	0020		
Labor Operations:	Rework 1 second row seat frame	7255 4999	20 TU
	Rework 2 second row seat frames	7255 5099	30 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2060719/1		

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

All part and service references provided in this TSB (2060719) 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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