



Technical Service Bulletin

72 Rear backrest release in the luggage compartment is inoperative

72 21 35 2062113/3 July 16, 2021. Supersedes Technical Service Bulletin Group 72 number 21-33 dated February 25, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 allroad	2017 – 2022	All	Not Applicable
A5	2018 - 2022	All	Not Applicable
RS 5	2019, 2021 - 2022	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added MY22) Revised <i>Required Parts and Tools</i> (Updated Quantity)
2	02/25/2021	Revised <i>Required Parts and Tools</i> (Updated part number)
1	02/03/2021	Initial publication

Customer states:

- The second row backrests are not folding when the release levers in the luggage compartment are operated/pulled.

Workshop findings:

The backrest release levers in the luggage compartment do not provide feedback/resistance when pulled. The levers feel loose. The backrests only move forward approximately 1/8 inch and the red backrest latch markings protrude. The backrests do not fold forward.

Technical Background

The Bowden cable disengages from its attachment point and does not release the backrest latch.

In some cases, this results in damage to the Bowden cable or to its attachment point in the luggage compartment side trim.



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Production Solution

Not applicable.

Service

1. If the second row backrest release lever is without resistance or feels loose, the Bowden cable in the luggage compartment side trim has become disengaged (Figure 1).



Figure 1. Bowden cable is disengaged from the attachment point.

2. Remove the luggage compartment side trim of the affected side according to the repair manual in Elsa.
3. Inspect the Bowden cable and the backrest release mechanism for any damage.
4. Reinstall the Bowden cable in the backrest release mechanism and secure it with a tie wrap (Figure 2).



Figure 2. The Bowden cable reinstalled and secured with tie wrap.

5. Check the operation of both backrest release levers in the luggage compartment.



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6. Reinstall the luggage compartment side trim.

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:	7263		
Damage Code:	0010		
Labor Operations:	Repair backrest latch, one side	7263 4999	20 TU
	Repair backrest latch, both sides	7263 5099	30 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
Claim Comment:	As per TSB #2062113/3		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
N 10647801	Tie wrap	Shop Supply

Additional Information



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All parts and service references provided in this TSB (2062113) are subject to change and/or removal.

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