



Technical Service Bulletin

72 Entry/exit assistance comfort concern - A4, A5, Q5 and Q7

72 23 49 2064695/3 August 10, 2023. Supersedes Technical Service Bulletin Group 72 number 23-47 dated May 24, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, and Q7	2017 – 2024	All	Not Applicable
S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2018 -2024		
RS 5	2018 – 2019 2021 – 2024		
Q5, and SQ5	2018 – 2023		
RS 5 Sportback	2019 2021 – 2024		
SQ7	2020 - 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Add model) Revised <i>Technical Background</i> (Add model)
2	05/24/2023	Revised header (Add Model Year)
1	10/06/2021	Initial publication

Customer states:

- The entry/exit assistance does not work correctly.

Technical Background

On Audi A4, A5, Q5, Q7 models, equipped with pneumatically adjustable lumbar support (PR Code 8I6), the front seat side bolsters deflate when exiting the vehicle to allow for a more comfortable exit/entry. As soon as the vehicle is driving, the side bolsters re-inflate.



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On Audi Q5, Q7 models with power steering wheel position adjustment (PR Code 2C7), the steering column moves upward into its parking position when exiting the vehicle. After entering the vehicle, the steering column moves to the stored position as soon as the ignition is switched on.



Tip: The driver and/or passenger seats do **NOT** move backward after switching the ignition off and opening the respective door.

Production Solution

Not applicable.

Service

1. Explain the operation of the entry/exit assistance as described above in the *Technical Background*.
Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2064695**) 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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