



Technical Service Bulletin

72 PSS Noise from backrest of front seat

72 23 51 2072225/1 December 1, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, A6, A6 allroad, S6, A7, S7, Q3, Q7, SQ7, Q8, SQ8, and RS Q8	2020 – 2024	All	Not Applicable
e-tron Sportback, TT, TTS, and TT Roadster	2020 – 2023		
TT RS	2020 – 2022		
RS 5, RS 5 Sportback, RS 6 Avant, and RS 7	2021 – 2024		
e-tron quattro	2021 – 2023		
A7 e quattro	2021 – 2022		
Q4 e-tron, and Q4 e-tron Sportback	2022 – 2024		
e-tron S	2022 – 2023		
Q8 e-tron quattro, Q8 Sportback e-tron quattro, SQ8 e-tron quattro, and SQ8 Sportback e-tron quattro	2024		

Condition

This bulletin applies to MY20-24 A4, A5, A6, A7, Q3, Q4 e-tron, Q7, Q8, e-tron quattro, Q8 e-tron, TT model vehicles only.

Customer states:



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- There is a cracking/popping noise from front seat backrest.

Workshop findings:

- The cracking/popping noise localized to riveted fasteners of the lumbar support with the part number **3Q0.881.879.G** or **4M0.881.879.B**.

Technical Background

Overlapping tolerances on front seat frames can cause the described symptom which can be perceived by the vehicle operator in rare cases.

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

1. Explain to the customer that a solution is expected to be available by the end of the 1st quarter of 2024 (subject to change) 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*).

Warranty

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

Additional Information

All part and service references provided in this TSB (**2072225**) 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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