



Technical Service Bulletin

72 Noise from backrest of front seat

72 24 57 2074721/1 July 31, 2024.

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	2021 – 2023		
A7 e quattro	2021 – 2022		
Q4 e-tron, Q4 Sportback e-tron	2022 – 2024		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

Condition

Customer states:

Cracking noises at frame of front seat backrests.

Workshop findings:

Cracking noise localized to riveted fasteners of the lumbar support with the part number 3Q0.881.879.G or 4M0.881.879.B.



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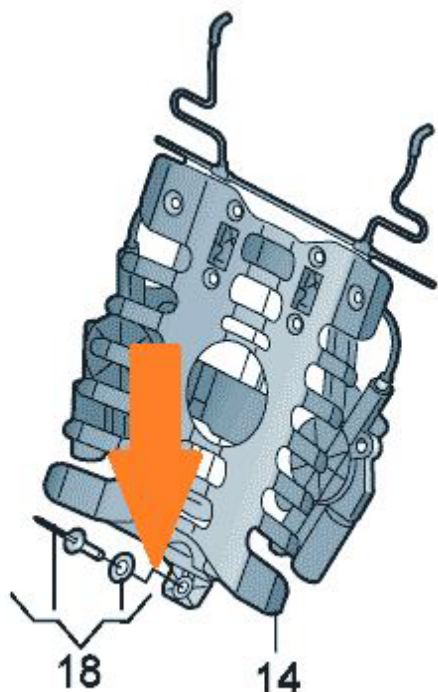


Figure 1. Riveted fastener of the lumbar support.

Technical Background 1

Tolerance overlaps on front seat frames can cause the described noise which is only heard in rare cases in the passenger compartment.

Production Solution

Process optimization: adjustment of lumbar support attachment.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2072225: *72 PSS Noise from backrest of front seat.*

When billing, please always attach a video which clearly shows the complaint to Doc-It.

To ensure a reference to the vehicle, the video must include the chassis number and the date.



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Please ensure that the video documentation does not show any persons and/or faces, vehicle registration numbers (number plates) or customer data.

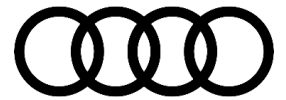
If the complaint occurs, replace the affected lumbar support in accordance with the Workshop Manual.



Refer to the parts catalogue (ETKA) for the part number of the lumbar support.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.			
Service Number:	7234			
Damage Code:	0020			
Labor Operations:	One side:			
	A4, A5, A6, A7, e-tron, Q3, Q4, Q7, Q8, and TT	Remove and install lumbar support	7234 19XX	See SRT with associated operations
	Or two sides:			
	A6, A7, Q3, Q4 e-tron, and e-tron	Remove and install 2 lumbar supports	7234 2099	310 TU
	Q8			220 TU
	Q7			190 TU
	A4, A5 Sportback			250 TU
	A5 Coupe			260 TU
	TT (PR no. Q1D)			290 TU
	TT (PR no. Q4Q)			380 TU
Diagnostic Time:	GFF		No allowance	0 TU



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	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 2074721/1		

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.

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	Lumbar support	01 per seat
N 90737101	Child seat anchoring system bolt (front passenger seat only)	02 if applicable
8S8898955	Rivet	01 per seat

Additional Information

All parts and service references provided in this TSB (**2074721**) are subject to change and/or removal.

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