



# Technical Service Bulletin

## 72 Noise complaint at anchoring point of second row of seats caused by contact between lock and locking mechanism

72 24 60 2060719/3 November 11, 2024. Supersedes Technical Service Bulletin Group 72 number 22-41 dated April 16, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 – 2025	All	\\Not Applicable
SQ7	2020 – 2025		

### Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title (Modify title) Revised header (Add model years) Revised <i>Condition</i> (Modify customer statement, workshop findings) Revised <i>Technical Background</i> (Modify technical background) Revised <i>Production Solution</i> (Modify production solution) Revised <i>Service</i> (Modify service) Revised <i>Warranty</i> (Modify labor operations)
2	04/16/2022	Revised header (Added model years) Revised <i>Production Solution</i>
1	10/05/2020	Initial publication

### Customer states:

- The rear right or left seat creaks/rattles when driving.

### Workshop findings:

- The seat frame creaks/rattles when driving on uneven roads.

### Technical Background 1

Too much friction between the lock handle on the seat frame and the bottom-side striker transfers vibrations to the locking mechanism on poor roads, which leads to creaking/rattling noises.



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**Figure 1.** Affected second-row seat.



**Figure 2.** Affected seat unlatched and tilted forward.

## Production Solution

Process optimized for vehicles currently in production.

## Service

### NOTICE

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. Perform the described repair only if all specified criteria (model/type) apply exactly. Otherwise, this solution will not eliminate the problem, and repeat repairs may be necessary. In such a case, we may reject the warranty claim and charge back the cost of the parts.

The adjustments are to be performed as follows:



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1 Fold the affected seat forward (Figure s 1 – 2).

2 Remove the outer cover for the seat fastener in the floor on the door end (Figure s 3 - 4).



*Figure 3. Outer and inner locking plate with covers installed.*



*Figure 4. Remove the outer cover for the seat fastener in the floor on the door end.*



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- 3 Loosen both bolts and move bar back evenly by about 1.2 mm (Figure s 5 - 6).



Figure 5. Outer locking plate with cover removed.

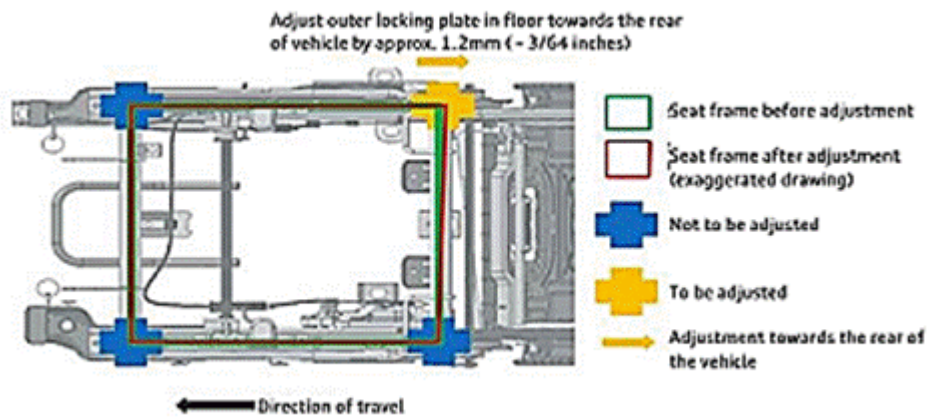


Figure 6. Adjustment of the outer console.



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When billing, please always attach a photo that clearly shows the complaint to Doc-It. To ensure a reference to the vehicle, the photo must include the VIN number and the date. The photo must not be edited. The photo should be in focus and be taken with sufficient illumination. A high resolution is not necessary. If appropriate, please mark the location of the problem so that parts analysis have a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or faces, vehicle registration numbers (license plates) or customer data.

## Warranty

<b>Claim Type:</b>	• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	7255		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Rework 1 second row seat frame	7255 4999	20 TU
	Rework 2 second row seat frames	7255 5099	30 TU
<b>Claim Comment:</b>	As per TSB 2060719/3		

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.

## 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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