



# Technical Service Bulletin

## 72 Squeaking noise from front seat height adjuster

72 25 62 2059448/5 January 21, 2025. Supersedes Technical Service Bulletin Group 72 number 22-43 dated April 16, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, and SQ5	2018 – 2025	All	Not Applicable
Q5 e quattro	2020 – 2025		
Q5 Sportback, and SQ5 Sportback	2021 - 2025		

### Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Updated title, add model years) Revised <i>Condition</i> (Updated customer statement, remove workshop findings) Revised <i>Technical Background</i> (Updated technical background) Revised <i>Service</i> (Updated text) Revised <i>Warranty</i> (Add service number, remove labor operations) Revised <i>Required Parts and Tools</i> (Remove tools table, updated parts quantity)
4	04/16/2022	Revised header (Added model years) Revised <i>Production Solution</i>
3	09/17/2021	Revised header (Added Model Years 2021 - 2022)

### Customer States:

- A noise can be heard from the seat height adjuster on the door side of the seat frame at the transition to the backrest connection (Figure 1).



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**Figure 1.** Noise from the seat height adjuster.

## Technical Background 1

Depending on the seating position, squeaking noises may come from the seat height adjuster in unfavorable cases. The toothed segment of the seat height adjuster rubs against the support plate in the lower seating position.

## Production Solution

Not applicable.

## Service

Remove the seat and the seat trim according to the Workshop Manual, move the seat forwards and place it down on a clean surface, or use the engine and gearbox support VAS 6095A with the seat repair stand VAS 6136.

The toothed segment and the lateral surfaces must be greased with grease spray part number G.052.778.A2 (Figures 2, 3). After the seat has been installed, the seat height adjuster must be moved up/down 3 times so that the grease is distributed evenly on the toothed segment.



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**Figure 2.** *Toothed segment of the seat height adjustment.*



**Figure 3.** *Grease applied to the toothed segment and the lateral surfaces.*

When billing, please always attach photos/videos that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the image/video must:

- Include the VIN and date.
- Must not be edited.



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- Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or face, 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>	7209 (for manual seat adjustment) 7210 (for electric seat adjustment)		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Modify 1 height adjuster	7228 4999	80 TU
	Modify 2 height adjusters	7228 5099	120 TU
	GFF	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2059448/5		

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
G.052.778.A2	Lock cylinder lubricant spray	0.2

## Additional Information

All parts and service references provided in this TSB (**2059448**) are subject to change and/or removal.

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