

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6 allroad, Q7, SQ7, Q8, SQ8, and RS Q8	2020 – 2026	All	Not applicable
A4, A4 allroad, S4, A5 Sportback, S5 Sportback, A6, S6, A7, S7, and Q3	2020 – 2024		
e-tron Sportback, TT, TTS, and TT Roadster	2020 – 2023		
RS 6 Avant, and RS 7	2021 – 2026		
RS 5 Sportback	2021 - 2025		
RS 5	2021 – 2024		
e-tron	2021 – 2023		
A7 e quattro	2021 – 2022		
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2026		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Add Model Years) Revised <i>Condition</i> (Updated model table)
2	10/29/2024	Revised <i>Warranty</i> (Modify warranty table)
1	07/31/2024	Initial publication

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.

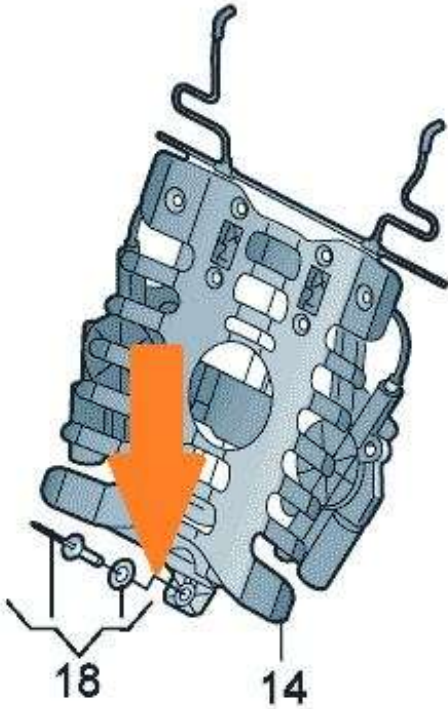
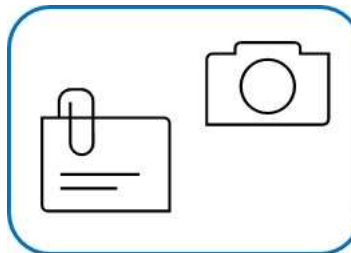


Figure 1. Riveted fastener of the lumbar support.



Documentation required

Technical Background

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.

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

1. If the complaint occurs, replace the affected lumbar support in accordance with the Workshop Manual with the optimized version with part number 4M0898955.



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

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 			
Service Number:	7234			
Damage Code:	0020			
Labor Operations:	All models	Remove and install front seat (assembly stand)	7201 19xx	See SRT with associated operations
		Or: Remove and install 2 front seats (assembly stand)	Or: 7201 20xx	
	4A; 4K; F4; GE	Modify lumbar support	7234 4999	100 TU
		Or: Modify 2 lumbar supports	Or: 7234 5099	Or: 200 TU
	4M	Modify lumbar support	7234 4999	60 TU
		Or: Modify 2 lumbar supports	Or: 7234 5099	Or: 120 TU
	8W; FV	Modify lumbar support	7234 4999	80 TU
		Or: Modify 2 lumbar supports	Or: 72 34 50 99	Or: 160 TU
	8W; F5	Modify lumbar support (sports seat with integrated head restraint)	7234 4999	120 TU
		Or: Modify 2 lumbar supports (sports seat with integrated head restraint)	Or: 7234 5099	Or: 240 TU
	F5	Modify lumbar support	7234 4999	90 TU
		Or: Modify 2 lumbar supports	Or: 7234 5099	Or: 180 TU
	F3	Modify lumbar support	7234 4999	110 TU
		Or: Modify 2 lumbar supports	Or: 7234 5099	Or: 220 TU

Claim Comment:	As per TSB 2074721/3
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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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

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
4M0898955	Rivet	0.5

Additional Information

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

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