



Technical Service Bulletin

72 Front seats entry assistance is sporadically inoperative

72 21 31 2060085/4 January 8, 2021. Supersedes Technical Service Bulletin Group 72 number 20-30 dated December 18, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 allroad, S6, S7, SQ8, and Audi e-tron Sportback	2020	All	Not Applicable
A4, A4 allroad	2017 - 2021	All	Not Applicable
Q7, SQ7	2017 - 2020	All	Not Applicable
A5, RS 5	2018 - 2021	All	Not Applicable
Q5, SQ5	2018 - 2020	All	Not Applicable
A6, A7, A8, Q8, S8, and Audi e-tron quattro	2019 - 2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Added MY18-20 Q5 and removed MY21 Q7) Revised <i>Service</i> (Updated SVM Table)
3	12/18/2020	Revised header (Added MY17-21 A4/A5 and MY17/18/19/21 Q7) Revised <i>Technical Background</i> (Added Tip for A4/A5/Q7) Revised <i>Service</i> (Added note for Campaign 72K6 and added A4/A5)
2	08/12/2020	Revised header (Added MY19/20 Audi e-tron quattro) Revised <i>Service</i> (Removed note for Audi e-tron quattro (PSS) TSB and added Tip)

Customer states:

- After opening the driver and/or front passenger door, the driver and/or front passenger seat sporadically moves to an implausible position. The Entry Assistance feature can be activated or deactivated in the MMI.



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- After entering and starting the vehicle, the driver and/or passenger seat does not return to its original position. Instead, the seat reverses its direction and moves all the way back. After pressing the seat memory switch, the seat moves to the selected memory position.

Technical Background

While the seat moves during Entry Assistance, a brief action by the driver/passenger (e.g. applying the brakes, pushing against the footrest) causes a voltage peak in the seat control module. As a result, the overload limit is activated, causing the seat to reverse its direction of movement.

In the old software, the overload limit was programmed with this low force value to ensure that the pinch protection is sensitive enough when the seat moves backwards. In contrast to the old software, the new software can distinguish between forward and backward movement and define different forces respectively. Since the force during forward movement is not subject to pinch protection requirements, it can be higher in the new software.



Tip: On A4, A4 allroad, A5, RS 5 and Q7 the movement of the front seats is not integrated in the Entry Assistance feature. On these models, if so equipped, the electric adjustable steering column (PR Code 2C7) and/or the pneumatic adjustable seat lumbar support (PR Code 8I6) are part of the Entry Assistance feature. For these models, this TSB only addresses seat memory related concerns.

Production Solution

An improved software to address the condition is scheduled for implementation with model year 2021 in the driver seat control module, J136 (address word 0036) and passenger seat control module, J521 (address word 0006).

Service

This TSB replaces Pending Service Solution (PSS) TSB 2059031: *PSS 72 Front seats entry assistance sporadically inoperative.*

SVM Update Instructions



Tip: Prior to performing this SVM Update, please inform the customer that all seat memory settings will be lost. It is not possible to remotely store their settings or to restore them after the SVM Update has been performed.

A6, A6 allroad, A7, Q8 and RS Q8:

1. Do not follow this TSB. Please perform Campaign 72K6 instead since it also contains the seat control module software update described in this TSB.

A4, A4 allroad, A5, RS 5, A8, Q7, Audi e-tron quattro and Audi e-tron Sportback:

1. Follow all instructions in TSB 2011732: 00 Software Version Management (SVM), operating instructions.



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2. Update the driver seat control module, J136 (address word 0036) and passenger seat control module, J521 (address word 0006) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
All	*	<= 0063	*	0064	36A006

3. Perform basic settings of the driver and passenger seats using the Guided Functions in ODIS.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7293		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 120 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	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 #2060085/4		

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

More information on this system can be found in the following resources:



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- Elsa, *Systems >> Campaigns/Actions >> Campaign 72K6.*

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions.*

All part and service references provided in this TSB (2060085) 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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