



Technical Service Bulletin

72 Rear backrest release in the luggage compartment is inoperative

72 21 32 2062113/1 February 3, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 allroad	2017 - 2021	All	Not Applicable
A5	2018 - 2021	All	Not Applicable
RS 5	2019, 2021	All	Not Applicable

Condition

Customer states:

- The second row backrests are not folding when the release levers in the luggage compartment are operated/pulled.

Workshop findings:

- The backrest release levers in the luggage compartment do not provide feedback/resistance when pulled. The levers feel loose. The backrests only move forward approximately 1/8 inch and the red backrest latch markings protrude. The backrests do not fold forward.

Technical Background

The Bowden cable disengages from its attachment point and does not release the backrest latch.

In some cases, this results in damage to the Bowden cable or to its attachment point in the luggage compartment side trim.

Production Solution

Not applicable.



Technical Service Bulletin

Service

1. If the second row backrest release lever is without resistance or feels loose, the Bowden cable in the luggage compartment side trim has become disengaged (Figure 1).



Figure 1. Bowden cable is disengaged from the attachment point.

2. Remove the luggage compartment side trim of the affected side according to the repair manual in Elsa.
3. Inspect the Bowden cable and the backrest release mechanism for any damage.
4. Reinstall the Bowden cable in the backrest release mechanism and secure it with a tie wrap (Figure 2).



Figure 2. The Bowden cable reinstalled and secured with tie wrap.

5. Check the operation of both backrest release levers in the luggage compartment.
6. Reinstall the luggage compartment side trim.



Technical Service Bulletin

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:	7263		
Damage Code:	0010		
Labor Operations:	Repair backrest latch, one side	7263 4999	20 TU
	Repair backrest latch, both sides	7263 5099	30 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 #2062113/1		

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	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
N 0209022	Tie wrap	01 or 02

Additional Information

All parts and service references provided in this TSB (2062113) are subject to change and/or removal.

©2021 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes



Technical Service Bulletin

at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.