



Technical Service Bulletin

72 Squeaking noise from the front seat height adjustment

72 21 36 2059448/3 September 17, 2021. Supersedes Technical Service Bulletin Group 72 number 20-27 dated July 16, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2018 – 2022	All	Not Applicable
Q5 PHEV	2020 - 2022	All	Not Applicable
Q5 sportback, SQ5 sportback	2021 - 2022	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added Model Years 2021 - 2022)
2	07/16/2020	Revised header (Added MY2020 Q5 and SQ5) Revised <i>Required Parts and Tools</i> (Updated ODIS)
1	05/17/2020	Initial publication

Customer states:

- A squeaking noise is audible from the front seats while moving in the seat or while driving.



Technical Service Bulletin

Workshop findings:

- The source of the squeaking noise can be tracked to the front seat outer hinge area. The noise originates from behind the seat frame trim panel.



Figure 1. Noise originates from behind the seat frame trim panel near the hinge.

Technical Background

Depending on the seat position, under certain conditions, squeaking noises from the front seat height adjustment can occur. Specifically in the lower seat adjustment positions, the toothed segment of the seat height adjustment can interfere with the support bracket resulting in squeaking noises.

Production Solution

Lubricant application to the toothed segment of the seat height adjustment was implemented in production.

Service

1. Remove the affected seat from the vehicle according to the Elsa Repair Manual.
2. Attach the seat to the seat repair fixture VAS6136 mounted to the engine and transmission holder VAS6095A according to the Elsa repair manual.



Technical Service Bulletin

3. Remove the seat frame trim panel and tilt the seat forward to gain access to the seat height adjustment toothed segment.



Figure 2. Toothed segment of the seat height adjustment.

4. Apply grease spray part number G 052 778 A2 on the toothed segment as shown in **Figure 3** (lubricate teeth and lateral surfaces).



Figure 3. Grease applied to the seat height adjustment toothed segment.

5. Reinstall seat frame trim panel and install the seat in the car according to Elsa Repair Manual.



Technical Service Bulletin

6. Adjust the seat up and down three times covering the full range of vertical movement to equally distribute the grease on the toothed segment.

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:	7210		
Damage Code:	0020		
Labor Operations:	Modify 1 height adjuster	7228 4999	80 TU
	Modify 2 height adjusters	7228 5099	120 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2059448/3		

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.

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 052778A2	Lock cylinder lubricant spray	0.5



Technical Service Bulletin

Tool Number	Tool Description
VAS 6095A	Engine and transmission holder
VAS 6136	Seat repair fixture
VAS 6160/VAS 6150 (Windows 10 with current version of ODIS)	ODIS Service with VAS tester

Additional Information

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

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