



Technical Service Bulletin

72 Entry/exit assistance comfort concern

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, S5, S5 Cabriolet, Q7, and SQ7	2017 - 2023	All	Not Applicable
A5 sportback, S5 sportback	2018 - 2023	All	Not Applicable
RS 5, RS 5 Cabriolet	2017, 2019, 2021- 2023	All	Not Applicable
RS 5 sportback	2019, 2021 - 2023	All	Not Applicable

Condition

Customer states:

- The entry/exit assistance does not work correctly.

Technical Background

On Audi A4, A5, Q7 models, equipped with pneumatically adjustable lumbar support (PR Code 8I6), the front seat side bolsters deflate when exiting the vehicle to allow for a more comfortable exit/entry. As soon as the vehicle is driving, the side bolsters re-inflate.

On Audi Q7 models with power steering wheel position adjustment (PR Code 2C7), the steering column moves upward into its parking position when exiting the vehicle. After entering the vehicle, the steering column moves to the stored position as soon as the ignition is switched on.



Tip: The driver and/or passenger seats do **NOT** move backward after switching the ignition off and opening the respective door.



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Production Solution

Not applicable.

Service

1. Explain the operation of the entry/exit assistance as described above in the *Technical Background*.
Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2064695) 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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