

Technical Service Bulletin



64 Noises from front door or when lowering window

64 12 25 2027837/3 November 7, 2012. Supersedes Technical Service Bulletin Group 64 number 12-19 dated March 5, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2009-2013	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (addition of MY 2012 and 2013) Revised <i>Warranty</i> table (corrected labor ops)
2	3/5/2012	Revised <i>Technical background, Production Solution, Service, Warranty, and Required Parts and Tools.</i>
1	10/24/2011	Original publication

The customer may report noises when operating the window or noises from inside the door when driving on rough roads.

Technical Background

When lowering the window, it collides with the clip that holds the window guide cable. This causes the clip to open and contact the window during operation, or rattle while driving on rough roads.

Production Solution

The Bowden cable of the regulator was extended about 2mm in the clip area. This eliminates the load on the clip which causes it to release.

Service



Tip: The service solution is different from the production solution.

1. Remove the clip. The clip is inside the door (on the level of the red arrow) and is not visible from the outside (Figures 1 and 2).



Figure 1. Location of clip.



Figure 2. Clip as viewed from inside of the door panel.

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2. Replace the clip with the parts included in the kit.
Put a zip tie through the two holes to prevent the new clip from opening. Trim the zip tie after installing it (Figure 3).



Figure 3. Clip with additional holes and zip tie.



Tip: The kit includes a new clip with additional holes in it and a zip tie.

3. Install the window lifter assembly according to the repair manual. Ensure the new clip does not contact any of the window components when the lifter is used.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6452		
Damage Code:	0020		
Labor Operations:	Remove and install door trim	70 59 19 00	40 TU
	Modify window lifter	64 52 99 99	10 TU
	-OR-		
	Remove and install 2 door trims	70 59 20 00	70 TU
	Modify 2 window lifters	64 52 99 99	20 TU

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Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer' s discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB # 2027837/3		

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

Part Number	Part Description	Quantity
8R0 898 463	Fastening parts kit for window lifter	1 or 2* *if both doors are modified

Additional Information

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.