

# Technical Service Bulletin



## 66 Wind noise from exterior rear view mirror

66 13 35 2026997/3 October 3, 2013. Supersedes Technical Service Bulletin Group 66 number 12-22 dated June 29, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2014	009821 - 999999	Not Applicable
Q7	2014	009004 - 999999	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (Updated VIN range) Revised <i>Service</i> (Changed service instructions) Revised <i>Warranty</i> (Added warranty table)
2	6/29/2012	Revised header data (Updated VIN range)
1	7/18/2011	Original publication

Customer may report hearing wind noise from the front door area. After diagnosis, it is determined that the source of the wind noise is the exterior rear view mirrors (Figure 1).



**Figure 1.** Exterior rear view mirror.

## Technical Background

Throughout the development of the Audi Q5 and Audi Q7, various features have been added to the exterior rear view mirrors. The added features include the turn signal lamp, side assist lamp, perimeter lamp, etc. As the complexity of the exterior rear view mirror increases, the mirrors become more susceptible to wind noise.

## Production Solution

No changes to production have been made, as no issue has been identified for vehicles in the production range for which this TSB appears.

## Service

Audi of America is requesting your cooperation in supplying us with technical information regarding wind noise originating from the exterior rear view mirrors.

1. Verify the customer's complaint by test driving the vehicle. Confirm by way of diagnosis (e.g. taping off of seams, changing mirror angle, etc.) that the source of the wind noise is one or both exterior rear view mirrors.  
Do not disassemble the mirror assembly in any way (including the mirror glass), as the complete mirror assembly will be requested for shipment to the WPRC in Auburn Hills for analysis and testing.
2. If the vehicle is within the New Vehicle Limited Warranty, and the exterior rear view mirror(s) have been confirmed as the root cause, order all of the components that comprise the mirror assembly, including the mirror glass.
3. After the new components have arrived, send the outer mirror housing to your body shop for painting.
4. Reschedule the customer's repair for a time when all of the mirror components (including the painted outer mirror housing) will have arrived at the dealership.
5. After the parts have arrived, assemble the new mirror assembly so that it is ready to install when the customer returns. This will significantly reduce the amount of time the customer's vehicle is down for this repair.
6. After the replacing the complete mirror assembly, securely package the original mirror. It will be requested for submission under the model year 2014 100% parts submission process.

Warranty claims for mirror assemblies received at the WPRC that have been disassembled in any way will be reviewed.

# Technical Service Bulletin



## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	6655		
<b>Damage Code:</b>	0051		
<b>Labor Operations:</b>	<b>Audi Q5:</b>		
	Front door trim panel remove and reinstall	7059 1900	40 TU
	Rear view mirror mounting remove and reinstall	6693 1950	20 TU
	Electric mirror housing remove and reinstall	6655 1900	30 TU
	Electric mirror housing paint new part	6655 6100	50 TU
	<b>Audi Q7:</b>		
	Front door trim panel remove and reinstall	7059 1900	40 TU
	Rear view mirror remove and reinstall	6689 1950	20 TU
	Electric mirror housing remove and reinstall	6655 1900	40 TU
	Electric mirror housing paint new part	6655 6100	50 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2026997/3		

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



### **Note:**

With the vast number of mirror component part numbers and combinations, input the VIN of the subject vehicle into ETKA to ensure that each component ordered is correct for the vehicle as well as of the latest part number version.

## Additional Information

All parts and service references provided in this TSB (2026997) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.