

Technical Service Bulletin



64 Squeaking noises during window operation

64 13 30 2034955/2 August 23, 2013. Supersedes Technical Service Bulletin Group 64 number 13-28 dated August 12, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2012	All	Not Applicable
A8	2013	000001 - 030112	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Removed model year) Revised <i>Service</i> (Added steps for clarity) Revised <i>Warranty</i> (Added labor operations)
1	08/12/2013	Initial publication

There are squeaking noises coming from the front door when the window is operated.

Technical Background

When the window guide seal (Figure 1) is not correctly fitted in the rail of the front door, it can lead to increased friction. This increased resistance causes the squeaking noises.

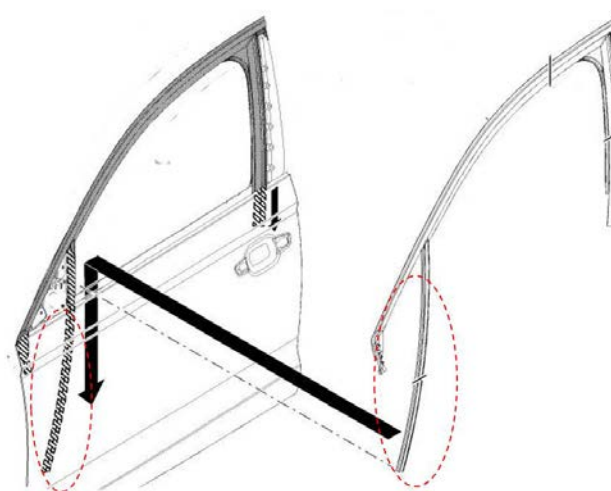


Figure 1. Front door window guide seal.

Production Solution

Additional worker check at factory implemented.

Service

1. Confirm that the squeaking noises are coming from the window guide, then check the installation of the window guide seal by following the steps below.
2. Remove the inner door panel on the affected side, then remove the bass speaker. See the Elsa Repair Manual for instructions.



Figure 2. Front inner door panel removed, with bass speaker outlined in red.

3. With the bass speaker removed, the window guide is accessible (Figure 3). Examine the installation of the window guide seal:



Figure 3. Access to window guide with door speaker removed.

- If the window guide seal is not correctly positioned and the support lips are pushed into the guide (Figure 4, 1), adjust the seal so that it is correctly positioned in the guide (Figure 4, 2).

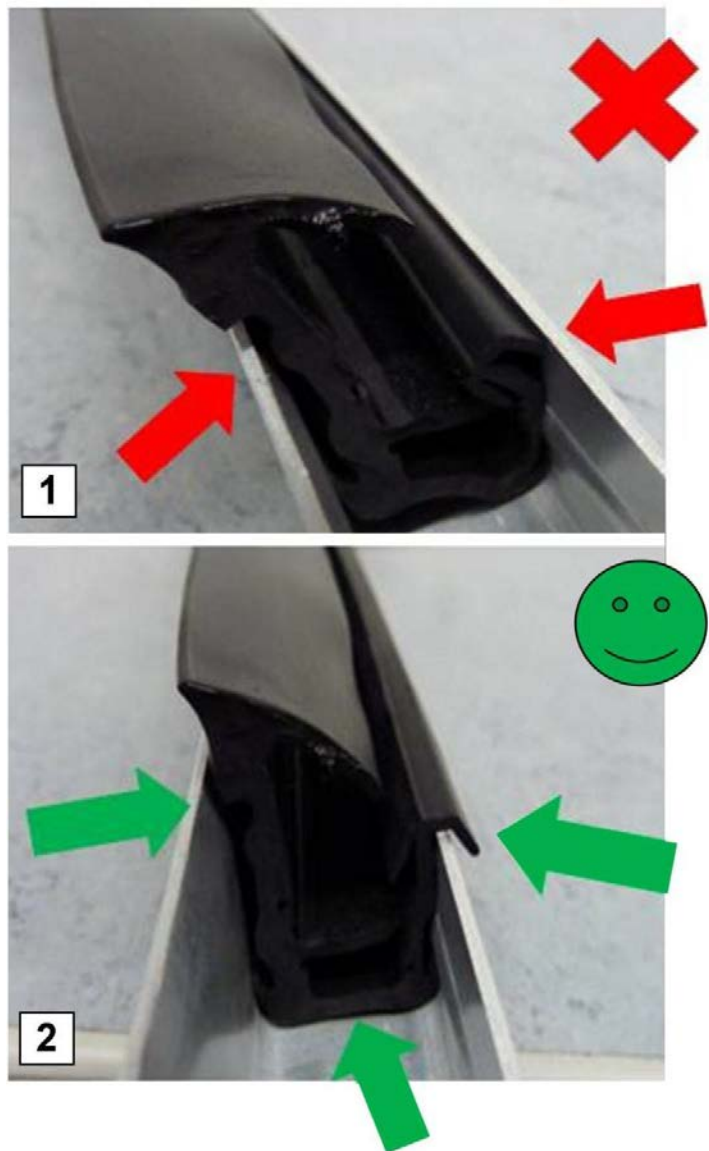


Figure 4. An incorrectly-fitted guide seal (1) and a correctly-fitted guide seal (2).

- If the window guide seal is not installed across the complete length of the guide (Figure 5, 1), adjust the seal so that it is installed across the complete length of the guide (Figure 5, 2).

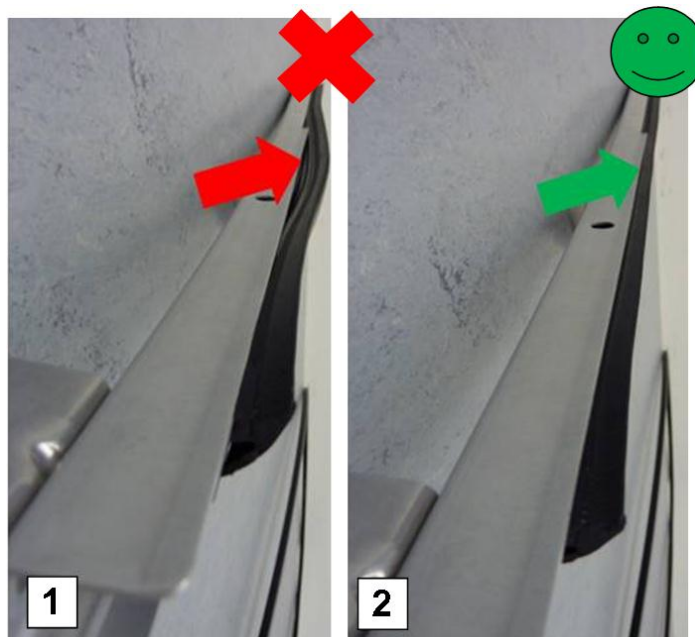


Figure 5. An incorrectly-installed guide seal (1) and a correctly-installed guide seal (2).

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6445		
Damage Code:	0020		
Labor Operations:	Front door trim panel removed+reinstalled	7059 1900	40 TU
	Front loudspeaker removed+reinstalled	9140 1950	10 TU
	Repair single front window guide seal	6445 4999	10 TU
	-OR-		
	Front door trim panels remove+reinstall	7059 2000	70 TU
	Front loudspeakers remove+reinstall	9140 2050	20 TU
	Repair both front window guide seals	6445 5099	20 TU
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 #2034955/2		

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.

Additional Information

All parts and service references provided in this TSB (2034955) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.