

# Technical Service Bulletin



## 64 Squeaking noises during window operation

64 13 28 2034955/1 August 12, 2013.

| Model(s) | Year        | VIN Range       | Vehicle-Specific Equipment |
|----------|-------------|-----------------|----------------------------|
| A8       | 2011 - 2012 | All             | Not Applicable             |
| A8       | 2013        | 000001 - 030112 | Not Applicable             |

## Condition

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

## Technical Background

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

## Production Solution

Additional worker check at factory implemented

## Service

If the squeaking noises are coming from the window guide, check the installation of the window guide seal (Figure 1).

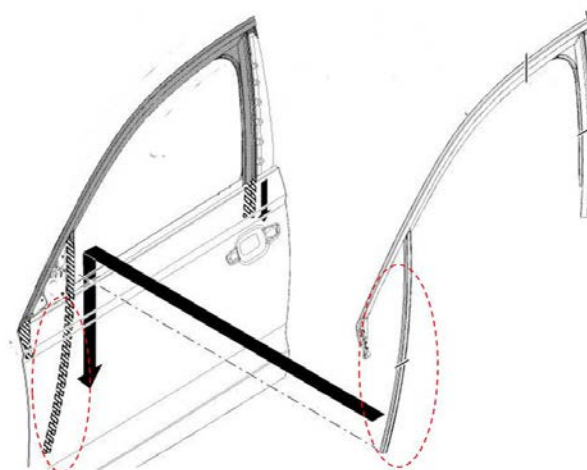
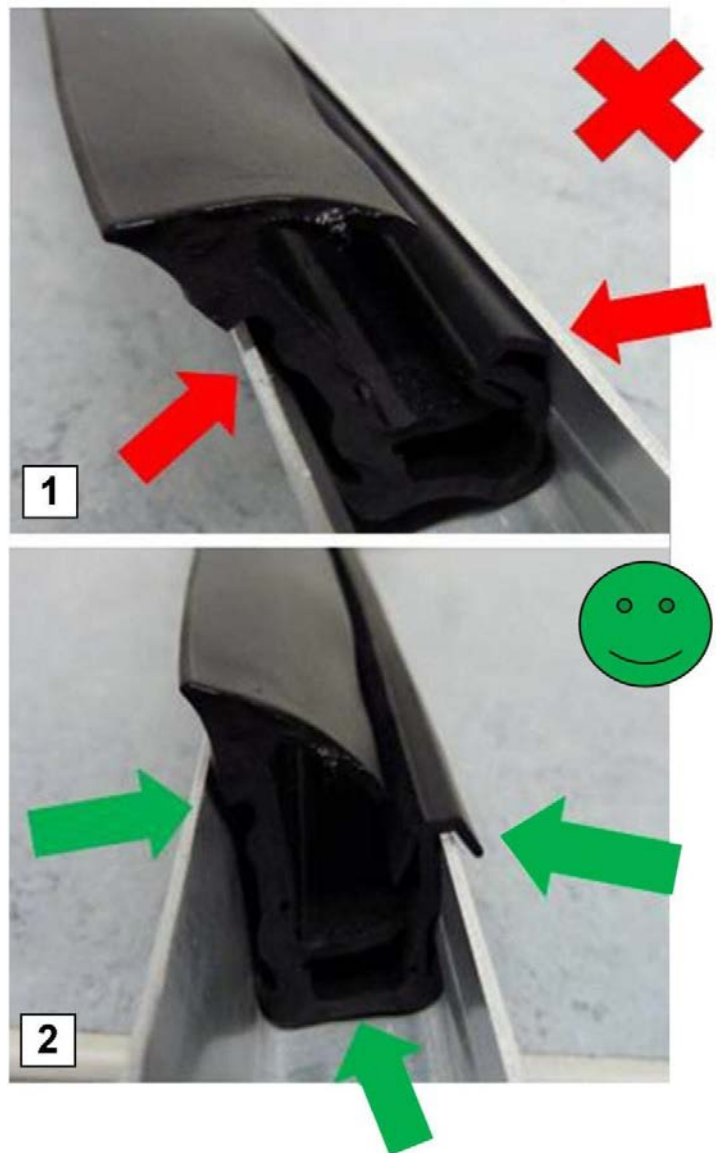


Figure 1. Front door window guide seal.

- The window guide seal might not be correctly positioned in the guide, so the support lips are pushed into the guide (Figure 2, 1). As a result, the pressure of the guide seal on the window is increased.

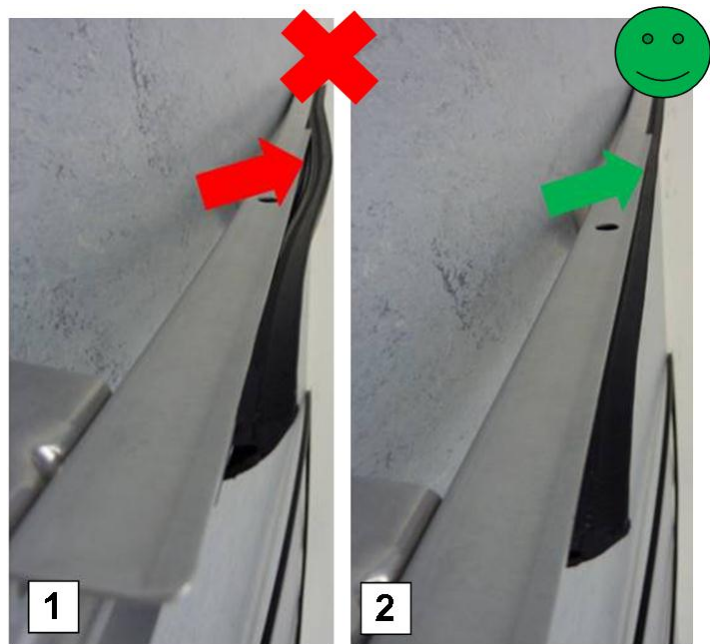
Ensure that the window guide seal is correctly positioned in the guide (Figure 2, 2).



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

- The window guide seal might not be installed across the complete length of the guide (Figure 3, 1).

Ensure that the window guide seal is installed across the complete length of the guide (Figure 3, 2).



**Figure 3.** An incorrectly-installed guide seal (1) and a correctly-installed guide seal (2).

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## 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>   | 6445   |              |       |
| <b>Damage Code:</b>      | 0020   |              |       |
| <b>Labor Operations:</b> | Front door trim panel removed+reinstalled  | 7059 1900    | 40 TU |
|                          | Repair single front window guide seal  | 6445 9999    | 10 TU |
|                          | -OR-   |              |       |
|                          | Front door trim panels remove+reinstall  | 7059 2000    | 70 TU |
|                          | Repair both front window guide seals   | 6445 5099    | 20 TU |
| <b>Diagnostic Time:</b>  | 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<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) |              |       |
| <b>Claim Comment:</b>    | As per TSB #2034955/1  |              |       |

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.