

Technical Service Bulletin



PSS 64 Noise in rear door windows during operation

64 13 27 2034959/1 August 9, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A7	2012 - 2014	All	Not Applicable

Condition

There are noises coming from the rear window during operation. The noises are often characterized as a “grinding” sound.

Technical Background

The noises arise from the mating surface between the drive cable and the upper pulleys (Figure 1). The noises may be more common in higher temperatures.

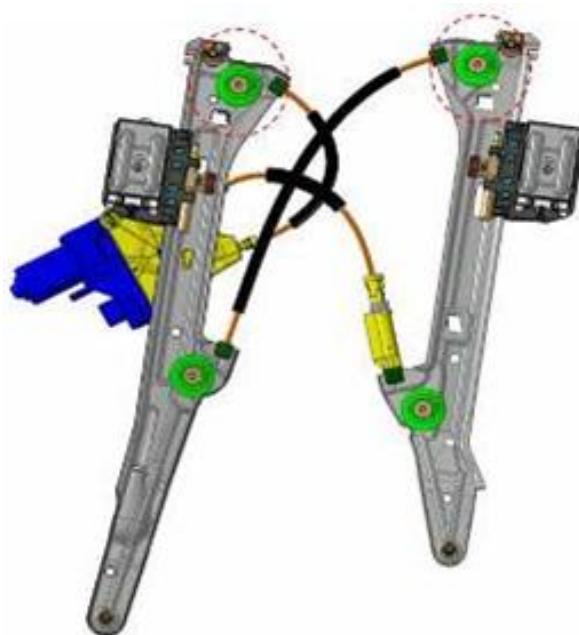


Figure 1. Upper pulleys of the rear window regulator where the noise is generated.

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Production Solution

An improved cable is currently being tested.

Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace the rear window regulator for this condition since this will not resolve the customer's concern. There is no functional limitation in the window operation.
2. Create a PSS record in the PSS application via the hyperlink in Accessaudi.com (Figure 2) or Technical Assistance page in Elsa (Figure 3).

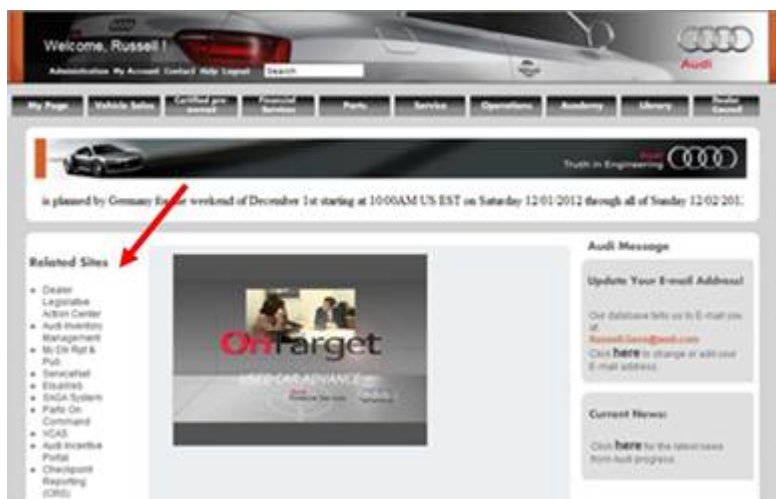


Figure 2. Related Sites section on Accessaudi.com landing page



Figure 3. Technical Assistance page

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Warranty

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

Additional Information

All parts and service references provided in this TSB (2034959) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.