

# Technical Service Bulletin



## 64 Noises from front door or when lowering window

64 13 31 2027837/5 December 3, 2013. Supersedes Technical Service Bulletin Group 64 number 13-26 dated June 7, 2013 for reasons listed below.

| Model(s) | Year        | VIN Range       | Vehicle-Specific Equipment |
|----------|-------------|-----------------|----------------------------|
| Q5       | 2009 - 2013 | All             | Not Applicable             |
| Q5       | 2014        | 000001 - 040019 | Not Applicable             |

## Condition

| REVISION HISTORY |            |  |
|------------------|------------|--|
| Revision         | Date       | Purpose  |
| 5                | -          | Revised header data (Added model year 2013 and 2014 to VIN break)  |
| 4                | 6/7/2013   | Revised header data (Removed model year 2013)  |
| 3                | 11/27/2012 | Revised header data (Added of model year 2012 and 2013)<br>Revised <i>Warranty</i> (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 hearing noises when operating the window or noises from inside the door when driving on rough roads.

## Technical Background

When the window is lowered, it collides with the clip that holds the window guide cable. This causes the clip to open and contact the window during operation, or to rattle when the vehicle is driven 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.*

2. Replace the clip with the parts included in the kit (see *Required Parts and Tools*). 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 ElsaWeb Repair Manual. Ensure the new clip does not contact any of the window components when the lifter is used.

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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>   | 6452   |              |       |
| <b>Damage Code:</b>      | 0020   |              |       |
| <b>Labor Operations:</b> | Remove and install door trim   | 7059 1900    | 40 TU |
|                          | Modify window lifter   | 6452 9999    | 10 TU |
|                          | -OR-   |              |       |
|                          | Remove and install 2 door trims  | 7059 2000    | 70 TU |
|                          | Modify 2 window lifters  | 6452 9999    | 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 # 2027837/5   |              |       |

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                            |
|-------------|---------------------------------------|-------------------------------------|
| 8R0898463   | 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 (2027837) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.