

Technical Service Bulletin



57F5 UPDATE – Door Pad (NVLW)

November 14, 2014

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi Q7	2015	See Campaign/Action screen in Elsa	None

Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

The customer may hear a rattle noise in either front door during driving or when closing the door.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **57F5** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

The lower foam pad on the inside of the front door skin may loosen and vibrate against the door skin.

Service

The following repair is to be performed to both front doors. The required parts are being sent to your parts department. The parts have been portioned into kits. Each kit includes retaining brackets and butyl strips enough to perform the following repair on one complete vehicle.

1. Remove the front door panel.



2. Carefully unclip the inner door panel cover.



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3. With the cover removed the lower pad will be visible. It is secured to the impact beam using a zip tie.



4. Using a marker, mark the inside of the door skin along the rear facing edge of the pad. This will aid in positioning the pad on reassembly.



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5. Cut the zip tie and remove the pad with the cut zip tie from inside the door. Discard the zip tie.



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6. The pad legs must be modified. 15 mm of width must be removed.



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- Using a razor knife make a horizontal cut flush with the pad body and 15mm deep. Also make an intersecting vertical cut 15mm from the outer face of the pad. Remove the cut-out.

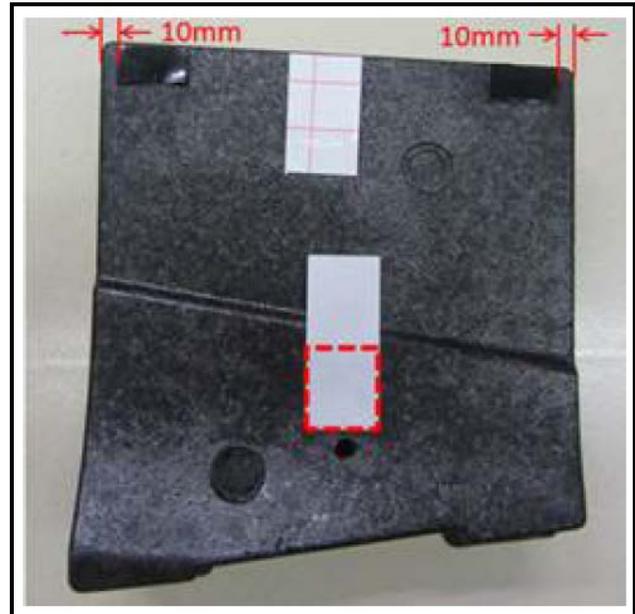


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Audi

- 3 additional butyl strips need to be applied to the pad in addition to the existing butyl strip. Each strip is approximately 40mm x 20mm. The upper strips need to be spaced 10mm from the edge of the pad as shown in the illustration. The center strip needs to be placed on the raised section of the pad directly above the hole as shown in the illustrations. Remove the protective foil.



9. Snap the retaining bracket for the pad onto the impact beam.



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10. Reinstall the lower pad into the door shell.



11. Using the mark that was previously made on the inside of the door skin as a guide, install the lower pad. The legs should rest on the top of the impact beam. Press the pad against the door skin so that the butyl strips stick the pad securely to the door skin. Slide the bracket along the impact beam if necessary such that the bracket correctly engages the slot in the pad.



12. Reassemble the door. Perform this repair to the other front door as well.

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Warranty

Update Time Requirements/ Reimbursement	To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will be paid only for vehicles that show the 57F5 code in the Elsa Campaign/Action Information screen on the day of repair.			
57F5 Saga Claim Entry Procedure				
Check Elsa to determine whether Update 57F5 is open.				
Service No.: 57F5				
Damage Code: 0099				
Parts Manufacturer - Removed part: 002				
Claim Type				
Sold vehicle = 7 10				
Unsold vehicle = 7 90				
Saga Accounting Instructions				
Criteria ID	Repair operation	Labor Operation Number	TU	
4L	Remove and reinstall door pad on both front doors.	5751 3899	110	
Outside Material				
Criteria ID	Part Number	Part Description	Quantity	Amount
4L	Handling	Repair kit	1.00	\$5.00
There is no reimbursement for vehicle wash or loaner vehicle.				
<u>If the vehicle is outside of the specified warranty period OR if customer refused repairs.</u>				
<u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.				
<u>Canadian dealers:</u> Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.				

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Additional Actions	Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any <i>additional required work can be done simultaneously.</i>
Verifying Vehicle Eligibility	To verify vehicle eligibility for this Update, <i>always</i> check the Elsa Campaign/Action Information screen. The Elsa system is the <i>only</i> binding inquiry and verification system; other systems are not valid and <i>may result in non-payment</i> of a claim.
Help for Claim Entry	For questions regarding claim entry, contact Audi Warranty.
Required Customer Notification	Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

Required Parts and Tools

Part Number	Part Description	Quantity
NA		1

- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.