

Technical Service Bulletin



57 Rattle noise inside the door

57 14 05 2038961/1 November 24, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2015	All	Not Applicable

Condition

A rattle noise is heard from either front door when the car is being driven or when the door is being closed.

Technical Background

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

Production Solution

A change in the retaining method for the lower pad has been implemented in production.

Service

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

1. Remove the front door panel (Figure 1).



Figure 1. Removing the front door panel.

2. Carefully unclip the inner door panel cover (Figure 2).



Figure 2. Removing the inner door panel cover.

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



Figure 3. Lower pad secured to impact beam.

4. Using a marker, mark the inside of the door skin along the rear facing edge of the pad (Figure 4). Doing so will aid in positioning the pad on reassembly.



Figure 4. Marking the position of the pad.

5. Cut the zip tie (Figure 5 and Figure 6). Remove the pad with the cut zip tie from inside the door. Discard the zip tie (Figure 7).



Figure 5. Cutting the retaining zip tie.



Figure 6. Zip tie cut.



Figure 7. Pad with zip tie removed.

- Review the images at right (Figure 8 and Figure 9) to see how the pad legs will be modified in the next step. 15 mm of width must be removed.



Figure 8. Pad legs with an original width of 33mm.



Figure 9. 15mm section of the pad legs to be removed.

- Using a razor knife, make a horizontal cut flush with the pad body and 15mm deep (Figure 10). Then make an intersecting vertical cut 15mm from the outer face of the pad (Figure 11). Remove the cut-out.



Figure 10. Making the horizontal cut.



Figure 11. Making the vertical cut.

8. Three 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 (Figure 12). The center strip needs to be placed on the raised section of the pad directly above the hole as shown. Remove the protective foil.

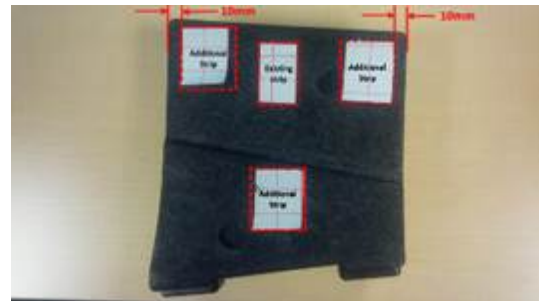


Figure 12. Positioning of the butyl strips.

9. Snap the retaining bracket for the pad onto the impact beam (Figure 13).



Figure 13. Retaining bracket installed on the impact beam.

10. Reinstall the lower pad into the door shell (Figure 14).



Figure 14. Reinstalling the lower pad.

11. Using the mark that was previously made on the inside of the door skin as a guide, install the lower pad (Figure 15). 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. If necessary, slide the bracket along the impact beam so that the bracket correctly engages the slot in the pad.



Figure 15. Lower pad installed to the correct position.

12. Reassemble the door and then perform this repair to the other front door.

Technical Service Bulletin




Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5751		
Damage Code:	0020		
Labor Operations:	Front door trim panels remove and reinstall	7059 2000	70 TU
	Remove and reinstall both front door pads and perform modification	5751 9999	40 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 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 #2038961/1		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
4L0 898 957	Parts kit 	1

Technical Service Bulletin



Additional Information

All parts and service references provided in this TSB (2038961) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.