

Technical Service Bulletin



64 Noise in rear door windows during operation

64 14 35 2038102/1 August 13, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A7	2012 - 2013	All	Not Applicable
A7	2014	000001 - 138302	Not Applicable

Condition

- Noises are heard from the rear window during operation. The noise is often characterized as a “grinding” noise.
- The window operation is normal and there is no functional restriction.

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.

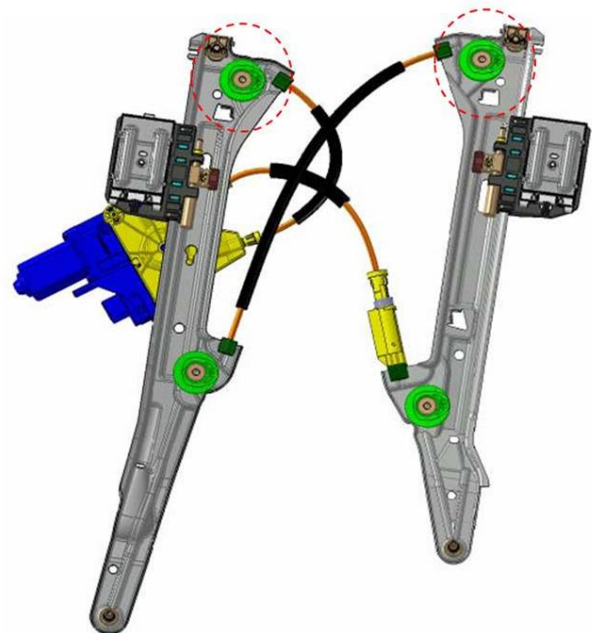


Figure 1. Mating surface between the drive cable and the upper pulleys.

Production Solution

An improved rear window regulator is implemented in production.

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Service

Replace the affected rear window regulator.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6473		
Damage Code:	0020		
Labor Operations:	Rear door trim remove and reinstall	7073 1900	40 TU
	Rear electric window lift remove and reinstall	6471 1950	50 TU
Diagnostic Time:	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 (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2038102/1		

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
4G8839461C	Left rear window regulator (without motor)	1
4G8839462C	Right rear window regulator (without motor)	1

Additional Information

All parts and service references provided in this TSB (2038102) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.