

# Technical Service Bulletin



## 66 Outside mirrors noisy when folding in or out

66 15 54 2025323/4 June 19, 2015. Supersedes Technical Service Bulletin Group 66 number 12-20 dated April 9, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2009 - 2013	All	Power folding mirrors
A6	2012 - 2013	All	Power folding mirrors

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Warranty</i> (Corrected labor operation code)
3	4/9/2012	Revised header data (Added 2012 Audi Q5 and 2011, 2012 A6) Revised <i>Warranty</i> (Added operations for 2 mirrors)
2	2/11/2011	Revised <i>Warranty</i>

A loud noise is heard when the outside mirrors are folded in or out.

## Technical Background

The noise originates in the metal spring inside the hinge area of the mirror housing. This spring is used for stabilizing the mirror when the vehicle is driven over rough roads to minimize mirror glass shake. When the mirror housing is folded in or out, the spring must turn or twist with the movement of the housing. The bottom and the top of the spring sit on a plastic base and due to increased friction at these contact points, the spring will skip along the plastic base during the folding operation and creates the noise. The normal functionality of the mirror is not affected.

## Production Solution

Optimized the lubrication of the springs.

## Service

The service solution is to lubricate the spring and contact surfaces.



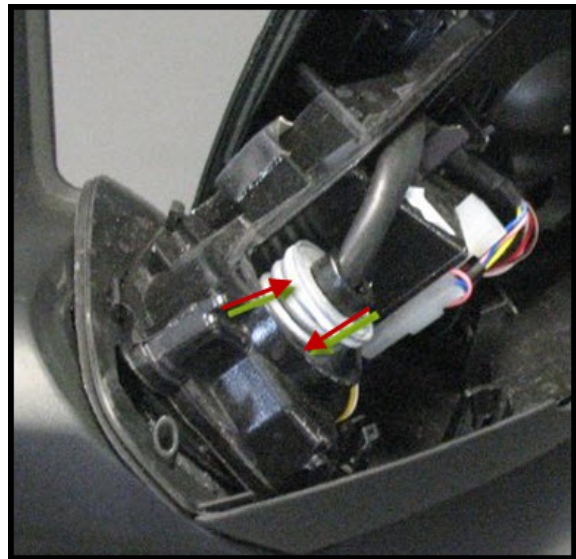
**Tip:** If the customer is complaining of the noise only after the mirror has been manually folded in by hand (for instance, at a car wash), then this is normal operation. When the exterior rearview mirror housing is moved manually by hand, the springs on the motor are lifted to protect the motor. The springs will return to their normal position once the folding function is electrically operated again and this causes a loud cracking noise. This noise is normal.

1. Remove the housing cap to the exterior rearview mirror housing as indicated in the Elsa Repair Manual (Figure 1).



**Figure 1.** Driver Side view mirror with cap removed.

2. Lubricate the spring and plastic surfaces (Figure 2) with grease (G 000 450 02).



**Figure 2.** Arrows indicate the areas requiring lubrication.

3. Operate the power folding mirror feature by locking the vehicle and starting the engine multiple times to work the grease in to the spring contact areas. Repeat until the noise is gone.
4. If the noise cannot be eliminated, open a Technical Assistance Center (TAC) ticket and contact a TAC consultant for further instructions.
5. Reassemble the exterior rearview mirror housing. Ensure proper fit. Wind noises can be created if the housing is not fitted properly.



**Tip:** If the mirror is manually folded by hand then the folding operation must be engaged electrically in order to restore the correct folding operation.

# Technical Service Bulletin



## 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>	6655		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Remove and install mirror housing	6655 1900	30 TU (For Q5) 40 TU (For A6)
	Modify mirror holder	6693 9999	10 TU
	Remove and install 2 mirror housings	6655 2099	50 TU
	Modify 2 mirror holders	6693 5099	20 TU
	Test repair of mirror holder	6693 9999	5 TU
<b>Diagnostic Time:</b>	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)		
<b>Claim Comment:</b>	As per TSB #2025323/4		

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
G 00045002	Grease	0.25

## Additional Information

The following repair procedure will be necessary to complete this procedure:

- *Elsa >> Repair Manual >> Body >> 66 Exterior Equipment >> Removal and Installation >> Exterior Rearview Mirror Housing.*

All parts and service references provided in this TSB (2025323) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.