



Technical Service Bulletin

57 Sporadic ticking noises from center console

57 16 34 2044899/2 December 14, 2016. Supersedes Technical Service Bulletin Group 57 number 16-28 dated July 26, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017	000001 - 020055	Not applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (updated SVM code)
1	07/26/2016	Initial publication

There is a sporadic ticking noise from the center console area while the vehicle is being driven. For an example of the sound, see the video located at: <https://audi-external.kzoplatform.com:443/swf/player/323> (Figure 1).



Figure 1. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.



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Technical Background

The noise is caused by aerial 1 for access and start authorization R138 in the passenger compartment when it is communicating with the key.

Production Solution

The Service Key data was moved from the antenna in the center console to an antenna in the back of the vehicle.

Service

Before proceeding with the SVM update, confirm that the noise is present by reproducing it with the following step:

1. Switch on the ignition (but do not start the engine), then switch the hazard warning lights on and off 4 times within 2 seconds. After about 20 seconds, the ticking noise should be reproduced.

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the comfort system central control module, J393 (address word 46), using the SVM action code as listed in the table below, if necessary.
3. On the ODIS tester, enter the SVM code in operation mode "update".

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q7	4M0907064A* 4M0907064B*	<0344	4M0907064B*	0344	46A017



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Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	5789		
Damage Code:	0040		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 70 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 #2044899/2		

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.

Additional Information

All parts and service references provided in this TSB (2044899) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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