Technical Service Bulletin

70 Noises from doors

70 17 55 2039023/3 January 26, 2017. Supersedes Technical Service Bulletin Group 70 number 15-43 dated January 30, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2013 - 2014	All	Not Applicable
Q5	2015	000001 - 038877	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Warranty* (Updated Damage Code and added Claim Type) Revised *Required Parts and Tools* (Updated claiming instructions)
2	01/30/2015	Revised *Required Parts and Tools* (Added claiming instructions) Revised *Warranty* (Updated Damage Code)
1	11/18/2014	Initial publication

Various squeaks and rattles are heard in the front or rear doors when the vehicle is driven over rough roads.

Technical Background

Friction in the points of contact between the door trim panels can cause these noises.

Production Solution

The addition of anti-friction materials between the points of contact of the door trim panel and door structure has been implemented in production.

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Service

Begin the repair with the front door trim panels. Perform this repair to both front doors.

1. The illustration to the right (Figure 1) shows the front door trim panel removed and the areas of the trim panel to be isolated:
   - The perimeter of the door trim panel (blue) will be isolated using **000 979 950** webbing adhesive tape.
   - The upper areas indicated in red are to have **G 052 172 A1** special lubricant applied. Carefully apply the lubricant *only* to the edges that make contact with the door.
   - The support ribs for the mounting clips (yellow) will have **533 867 910 A** adhesive felt strip applied.

Figure 1. *Front door panel.*

2. Line the contact surface of the perimeter of the door panel using **000 979 950** webbing adhesive tape as shown in the illustration (Figure 2). Use care to apply the tape in such a way that it is not visible when the door trim panel is reinstalled.

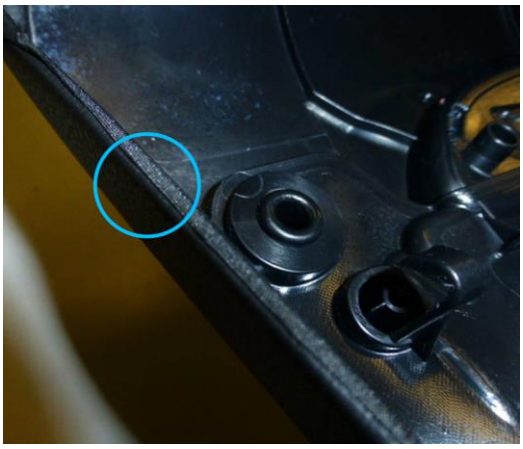

Figure 2. *Correct application of textile adhesive tape.*

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3. Apply a section of **533 867 910 A** adhesive felt strip to completely surround the three support ribs, as shown in the illustration (Figure 3).

Figure 3. *Correct application of felt strip.*

Continue the repair with the rear door trim panels. Perform this repair to both rear doors.

1. The illustration to the right (Figure 4) shows the rear door trim panel removed and the areas of the trim panel to be isolated.
   - The area of the door trim panel marked blue will be isolated using **000 979 950** webbing adhesive tape.
   - The upper areas indicated in red are to have **G 052 172 A1** special lubricant applied. Carefully apply the lubricant *only* to the edges that make contact with the door.
   - The support rib for the mounting clip (yellow) will have **533 867 910 A** Adhesive Felt Strip applied.

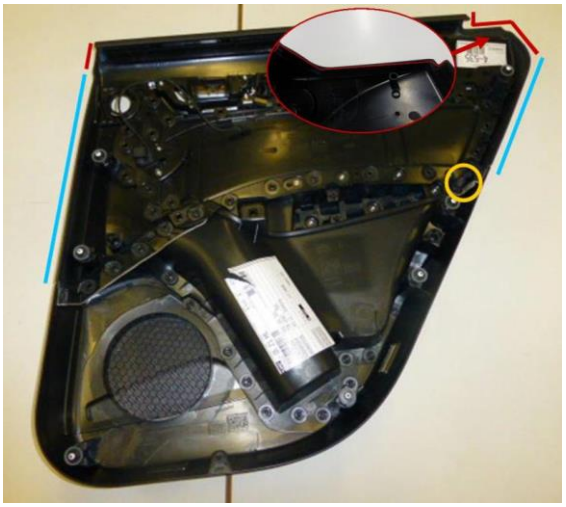

Figure 4. *Rear door panel.*

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2. Apply a section of **533 867 910 A** adhesive felt strip to completely surround the three support ribs, as shown in the illustration (Figure 5).

Figure 5. *Support rib (left) and support rib with felt strip applied (right).*

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7059		
Damage Code:	0018		
Labor Operations:	Both front door trim panels remove + reinstall	7059 2000	70 TU
	Modify both front door trim panels	7059 9999	30 TU
	Both rear door trim panels remove + reinstall	7073 2000	50 TU
	Modify both rear door trim panels	7073 9999	30 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 #2039023/3		

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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
000979950	 Webbing Adhesive Tape	Consumable; accounting under warranty/goodwill not permitted.
533867910 A	 Adhesive felt strip	1

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G 052172A1	 Special lubricant	0.2

Additional Information

All parts and service references provided in this TSB (2039023) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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