

# Technical Service Bulletin



## 64E5 UPDATE – Servicing Window Regulators (NVLW)

August 22, 2017

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5	2018	See Campaign/Action screen in Elsa	None

## Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

A failure of the window regulator may occur on Audi A5 vehicles manufactured within a specific period. As a result, the window can no longer be opened/closed.

This Update is in effect until removed.

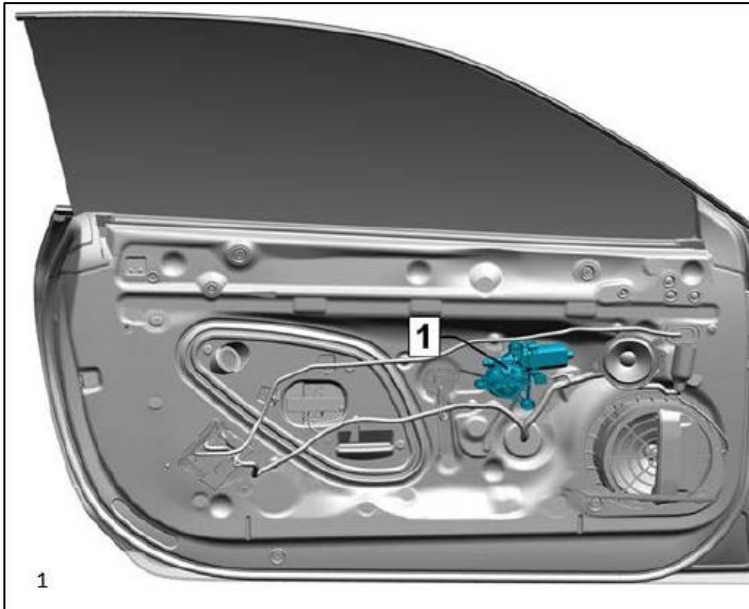
Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **64E5** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

## Technical Background

A failure of the window regulator may occur on Audi A5 vehicles manufactured within a specific period. As a result, the window can no longer be opened/closed.

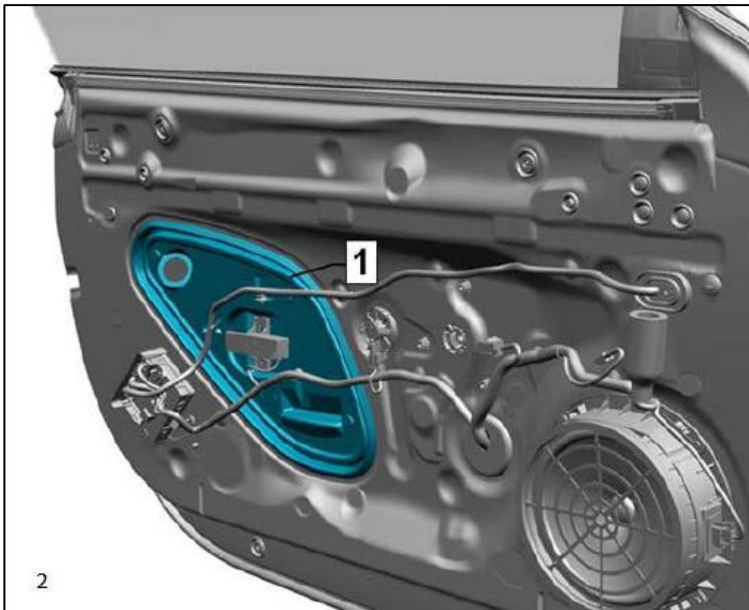
## Service



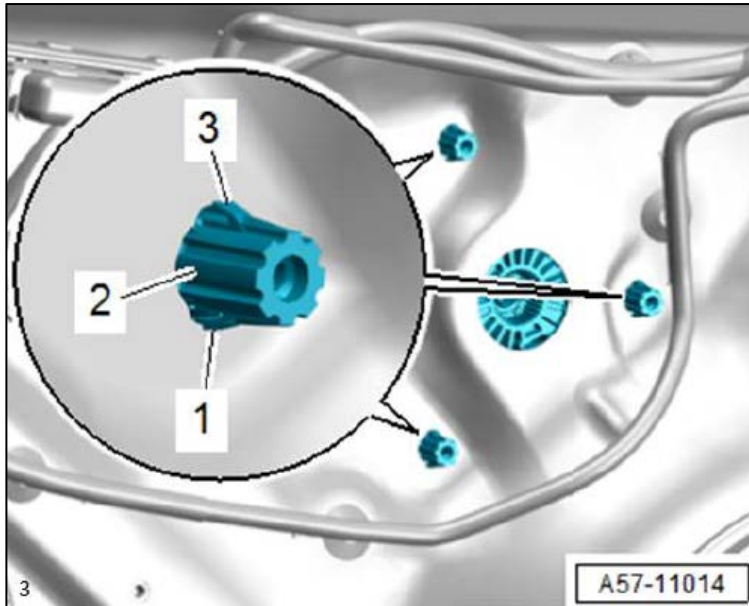
- Remove window regulator motor <1>.
  - Repair Manual > Body > Body Exterior > 57 Front Doors, Central Locking System > Door Components > Window Regulator Motor, Removing and Installing.

### WARNING

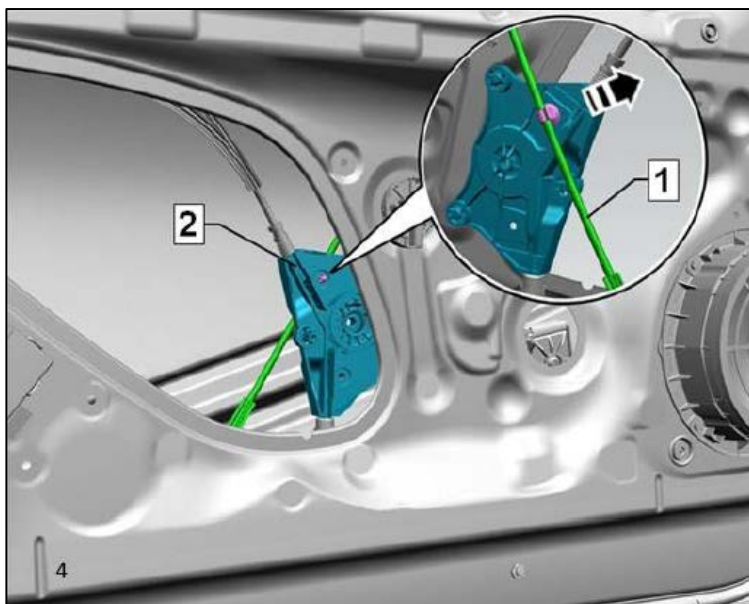
Secure window with suitable workshop equipment to prevent it from sliding down.



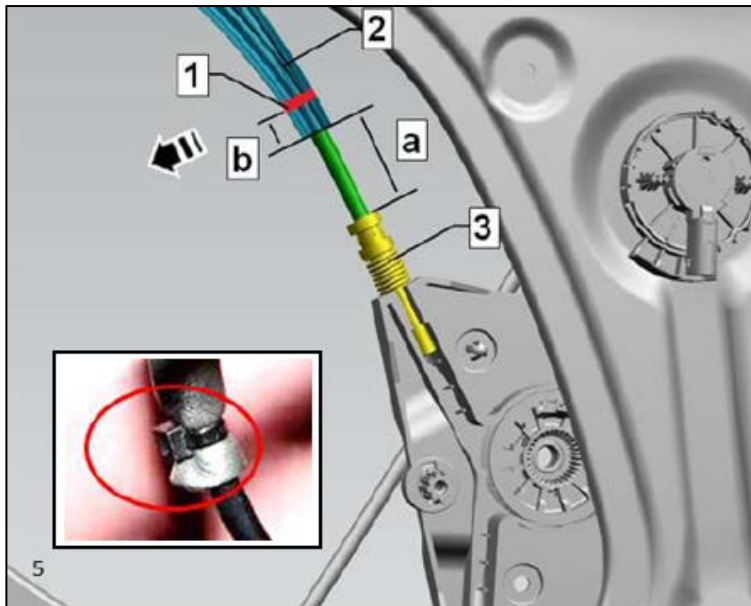
- Remove inner door cover <1> using Workshop Manual; General body repairs, exterior; Rep. gr. 57; Front doors, door components, central locking, "Removing and installing inner door cover".



- Release retaining clips <1 and 3> of threaded pin <2> for window regulator using an 11 mm socket bit. To do so, slide socket bit onto threaded pin.

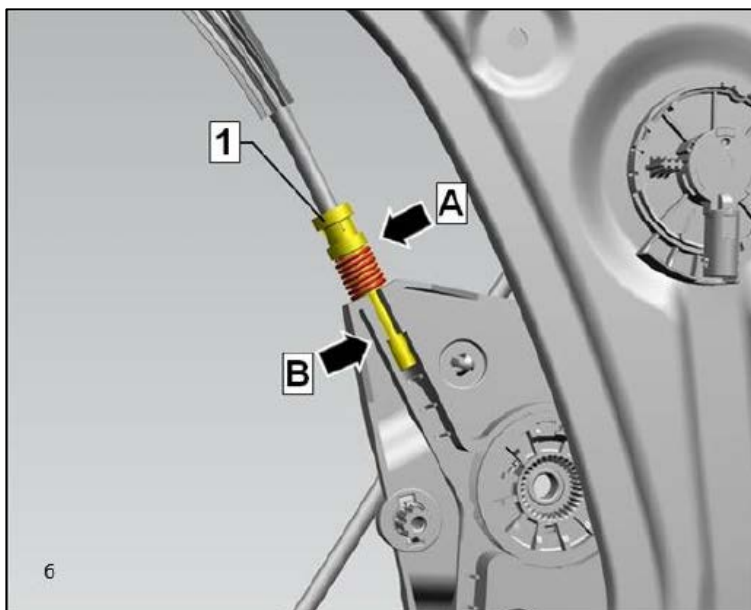


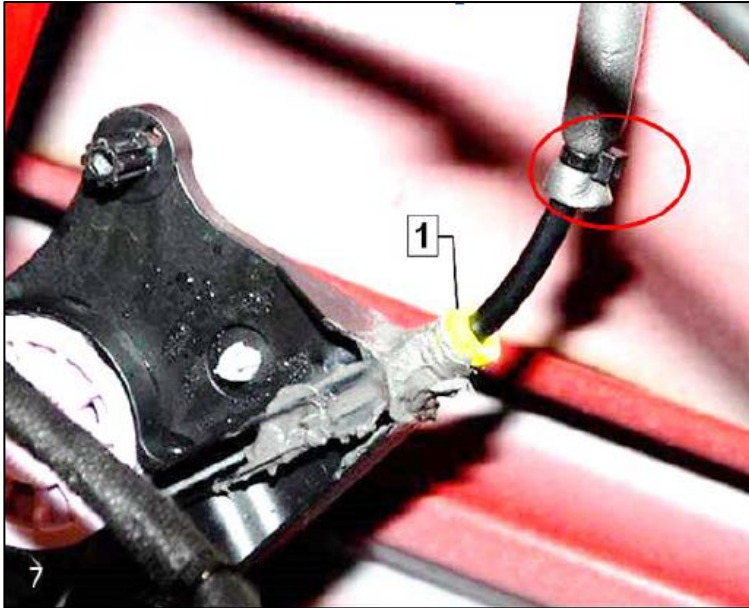
- Swivel cable length compensation element <2> downwards into door opening.
- Unclip Bowden cable <1> from cable length compensation element <2> in direction of <arrow>.



## NOTE

- The cable tie must always be fitted regardless of which version of the protective sleeve has been used. Vehicles with a star sleeve as shown in illustrations 4-6 are vulcanized and cannot be adjusted; this is only possible for vehicles with foam sleeves (as in illustration 7).
- The end of the cable tie must face towards the rear <inset> in direction of <arrow> (in opposite direction of travel).
- Gently slide foam protective sleeve (if equipped) all the way upwards so that dimension <a> is obtained.
- Fit a cable tie approximately 5 mm <b> before the end of the protective sleeve (foam or star sleeve) for the Bowden cable.
- Extensively spray Bowden cable guide <1> with spray lubricant on exterior housing <arrow A> and interior housing <arrow B>.
- When doing so, turn guide <1> in order to ensure even distribution.





- Using a paintbrush, apply grease extensively to Bowden cable guide until it is completely covered in grease.
- Remove excess grease from cable length compensation element.

**NOTE**

Passenger side is shown.

- Reassembly is performed in the reverse sequence.

# Technical Service Bulletin



## Warranty

Claim Entry Instructions							
<p>After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action <u>open on the day of repair</u> to the repair order.</p> <p>If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:</p> <ul style="list-style-type: none"> <li>✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.</li> <li>✓ <u>Canada dealers:</u> Fax repair order to Warranty at (905) 428-4811.</li> </ul>							
<b>Service Number</b>	64E5						
<b>Damage Code</b>	0099						
<b>Parts Vendor Code</b>	002						
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90						
<b>Causal Indicator</b>	Mark Cable tie as causal part*						
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action						
<b>Criteria I.D.</b>	F5						
	<p>Service window regulators.</p> <p>Labor operation:      6454 42 99                      110 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>N 0209022</td> <td>Cable tie*</td> </tr> </tbody> </table>	Quantity	Part Number	Description	2	N 0209022	Cable tie*
Quantity	Part Number	Description					
2	N 0209022	Cable tie*					



# Technical Service Bulletin



**Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously*.

**Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.

**Help for Claim Entry** For questions regarding claim entry, contact Audi Warranty.

**Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

## Required Parts

Part Number	Part Description	Quantity
N 0209022	Cable Ties	2
G 060751A3	Spray lubricant	Shop supply
G 060751A2	Grease	Shop supply

- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@audi.com](mailto:upperorderlimits@audi.com). Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the **64E5** code open in Elsa. Your order will be reviewed and processed accordingly.

## Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.