

Technical Service Bulletin



55K6 UPDATE – Servicing Rear Lid Drive (NVLW)

November 08, 2019

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A7	2019	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa

REVISION HISTORY

Revision	Date	Purpose
1	November 05, 2019	Original publication
2	November 08, 2019	Updated labor operation

Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:
The ball head on the rear lid drive may become detached.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **55K6** 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

On Audi A7 vehicles manufactured within a specific period, the ball head on the rear lid drive may become detached.

Service



- Open the rear lid.
- Support the rear lid to prevent it from dropping down.
- Use a small screwdriver to lift securing clip <1> slightly and detach spindle motor from ball stud on body and rear lid.

! NOTE

During the work, the body/rear shelf should be protected against potential damage or dirt, e.g. using a blanket.

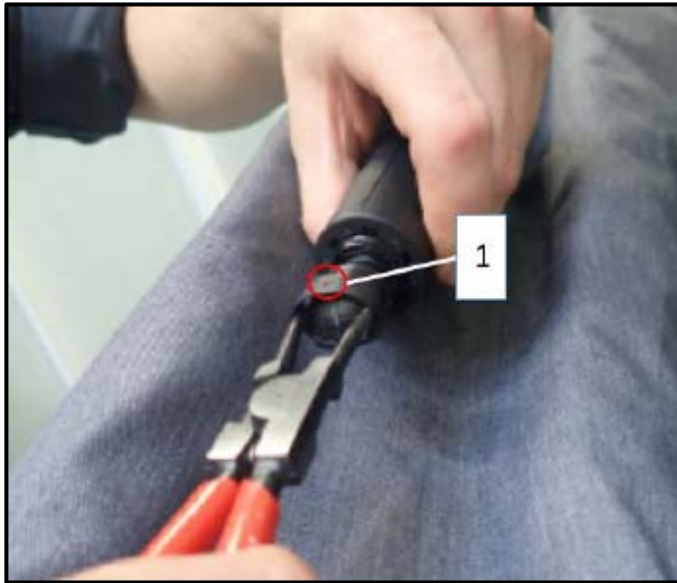
Ensure that the cable module of the spindle motor is not pulled, bent or kinked.



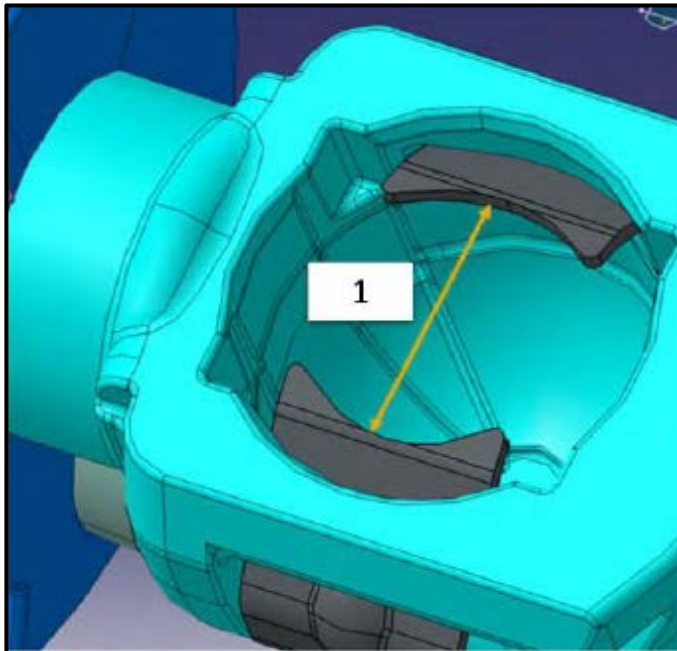
- Press securing clip open using circlip pliers and lever off towards front using a screwdriver.

! NOTE

After removing securing clip, check plastic ball socket visually for damage.



- The securing clips on both ends of both spindle motors are being replaced.
- Grip new securing clip (with collar <1>) with circlip pliers and slide over assembly slot into end position. Securing clip must be seated firmly on ball socket (there should be no play).



- Check radius <1> of securing clip using caliper gauge.
- Do not apply excessive pressure to securing clip during the measurement.
- Opening dimension = 7.4 mm – 9.0 mm.
 - If the dimension is not correct, the clip must be installed again.

- Attach spindle drive with new securing clips to ball stud first on rear lid and then on body.
- Check that collar is fitted on all four securing clips and that clips are firmly seated on ball stud.

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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 <i>open on the day of repair</i> 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"> ✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. ✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure. 							
Service Number	55K6						
Damage Code	0099						
Parts Vendor Code	002						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark safety clamp* as causal part						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	01						
Replace rear lid spindle drive motor securing clips Labor operation: 5561 19 99 20 T.U.							
<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>4.00</td> <td>4K8827905</td> <td>Safety clamp*</td> </tr> </tbody> </table>		Quantity	Part Number	Description	4.00	4K8827905	Safety clamp*
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- 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.

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Required Parts

Criteria	Part Number	Description	Qty. per Vehicle	Ordering Method
01	4K8-827-905	Clip	4	Free Order

Parts Control Type: Free Order	Parts will be managed by Free Order.
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Initial Allocation: (NO)	Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool (right click to open): 

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

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.