



Technical Service Bulletin

55 Noises from rear of vehicle / rear lid while driving

55 22 73 2068691/1 December 1, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2023	All	Not Applicable

Condition

Customer states:

- Squeaking or rattling noises from the rear of the vehicle while driving on rough roads.

Workshop findings:

- The rear lid bumpers/buffers are adjusted incorrectly.
- The contact surfaces of the bumpers/buffers are too dry.

Technical Background

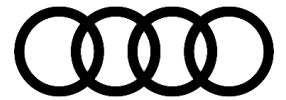
- The rear lid bumpers/buffers were adjusted incorrectly at the factory resulting in insufficient preload.
- The contact surfaces of the bumpers/buffers are too dry resulting in noises during relative movement.

Production Solution

Not applicable.

Service

1. Test drive the vehicle to verify that the noises originate from the area of the rear lid.
2. Check the adjustment of the rear lid and the rear lid bumpers/buffers according to: *Elsa>>Repair manual>>Body>>Body Exterior>>55 Hood, Lids>>Rear Lid>>Rear Lid, Adjusting.*



Technical Service Bulletin

3. Lubricate the contact surfaces of the rear lid bumpers/buffers on the body and on the strut brackets with special lubricant **G052172A1**.



Figure 1. Check the adjustment of the bumpers/buffers and apply special lubricant.

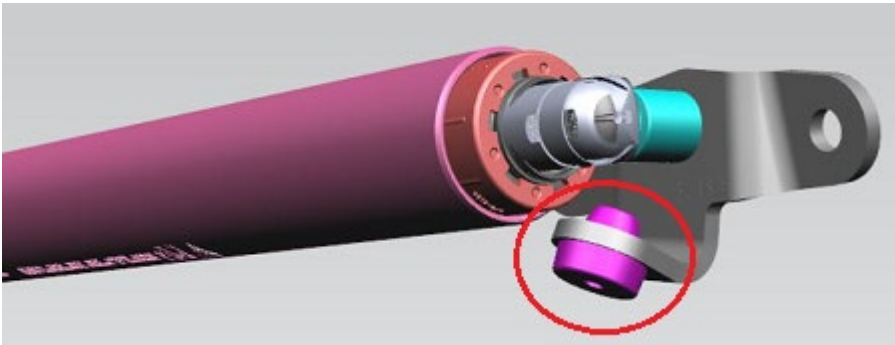


Figure 2. Apply special lubricant to the bumpers/buffers on the strut brackets.

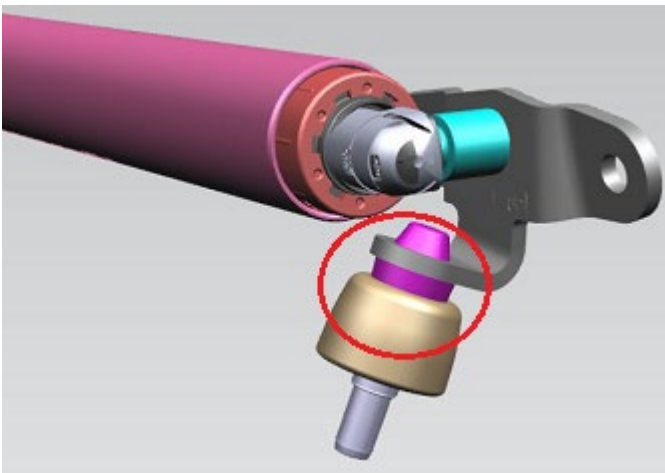


Figure 3. Apply special lubricant to bumpers/buffers on the body and on the strut brackets.

4. Test drive the vehicle to verify the repair.



Technical Service Bulletin

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5559		
Damage Code:	0020		
Labor Operations:	Trunk lid adjust & lubricate buffers	5559 1599	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2068691/1		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA



Technical Service Bulletin

G 052172A1	Special lubricant		0.1
------------	-------------------	--	-----

Additional Information

All parts and service references provided in this TSB (**2068691**) are subject to change and/or removal.
©2022 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.