

Technical Service Bulletin



53 Creaking or knocking noises from rear of vehicle

53 23 07 2068978/2 March 7, 2023. Supersedes Technical Service Bulletin Group 53 number 22-06 dated December 21, 2022, for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Additional work operation) Revised <i>Required Parts and Tools</i> (Additional part required)
1	12/22/2022	Initial publication

Customer states: There is a creaking or knocking type noise heard from the rear of the cabin when driving on rough pavement or thrusting the vehicle while cornering.

Workshop findings: The noises can be replicated in these driving conditions. The noises are diagnosed as originating specifically in the rear cargo area from the sheet metal overlap of the left rear side panel and the left rear cross panel.

Technical Background

To rule out noises generated by the contact points of the rear lid to adjusting buffer please refer to TSB 2068691 (55 Noises from rear of vehicle / rear lid while driving) and make the corrections described in 2068691 should your diagnosis determine these areas as the source of the noises. If these corrections have already been made and the rear lid noises have been resolved or if the rear lid to adjusting buffer contact is not the source of the noises, proceed with the repair described as follows.

Figure 1 shows the area of the rear cargo area at issue.



Figure 1. Area of cargo area where noises are generated.

Production Solution

The panel joining process has been optimized in production.

Service

1. Detach the left rear luggage compartment side trim panel according to the work procedure in Elsa: *Repair manual>>Body>>Body Interior>>70 Interior Trim>>Luggage Compartment Trim Panels>>Luggage Compartment Side Trim Panel, Removing and Installing.*

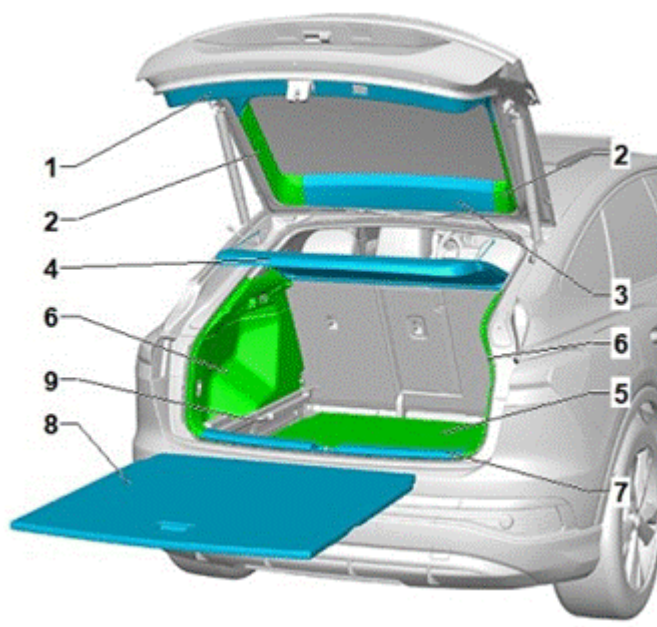


Figure 2. Luggage compartment trim.

2. Figure 3 shows the exposed area where the work is to be performed.

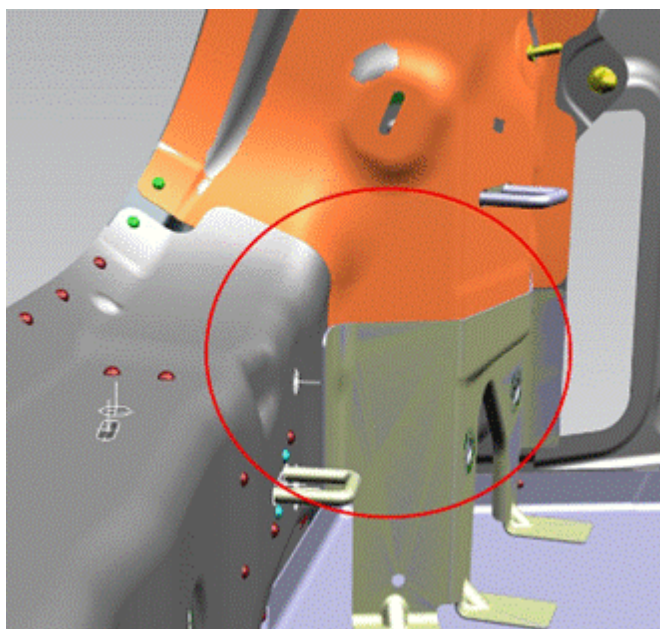


Figure 3. Area of left rear panel overlap to be repaired.



- Using the forward fold and the upper edge of the lower support bracket as a guide measure and mark 20 mm and 35 mm rearward from the fold and 5 mm downward from the upper edge of the lower support bracket on the left corner. In these two spots shown in the measuring schematic in Figure 4 drill two 6.5 mm holes through both panels as located by the red dots. Make sure to completely de-burr these drill holes.

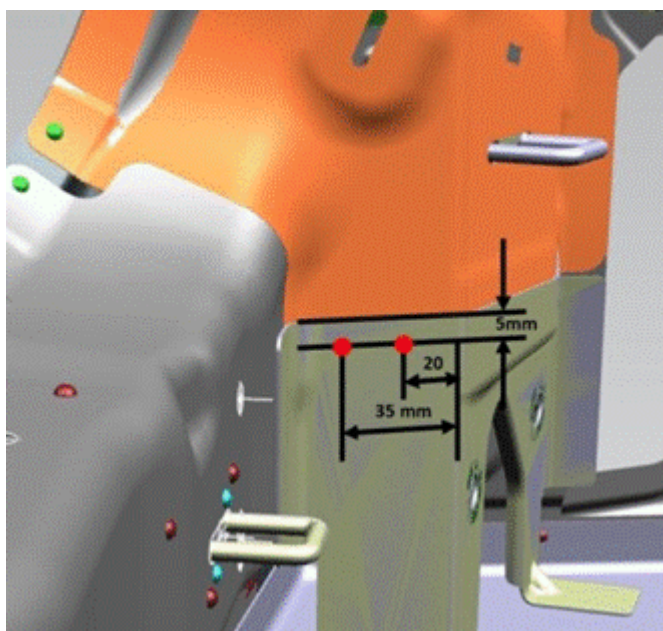


Figure 4. Location of 6.5 mm holes to be drilled in the outer support.

- On the rear cross panel section of the left lower support bracket measure and mark 10 mm horizontally from the inner edge of the support bracket and 6 mm downward from the upper edge of the lower support bracket. In this spot shown in the measuring schematic in Figure 5 drill one 6.5 mm hole through all 3 of the panels joined in this area as located by the red dots. Make sure to completely de-burr this drill hole as well.

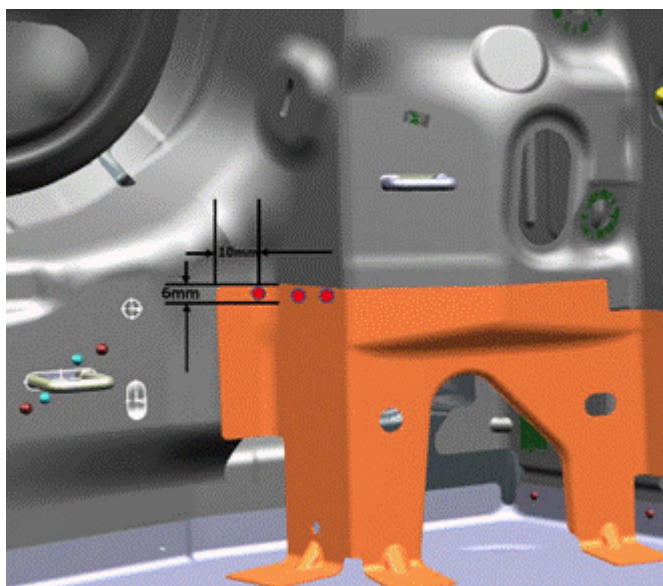


Figure 5. Location of 6.5 mm hole to be drilled in the cross panel section.



5. Figure 6 shows the finished drilled hole location in the rear cross panel section. Using a plastic wedge separate the two mating panels of the cross panel and lower support slightly and inject D 180004M2 two-part body adhesive between the mating panels and around all three of the drilled openings.



Figure 6. Completed drilled 6.5 mm hole in the cross panel section.



6. Insert and install one WHT009075 pop rivet in the innermost cross panel hole.



Figure 7. Rivet installed in innermost cross panel hole.



7. Insert and install two WHT005413A pop rivets into the two outermost drilled holes. Observe the appropriate curing time for the adhesive.

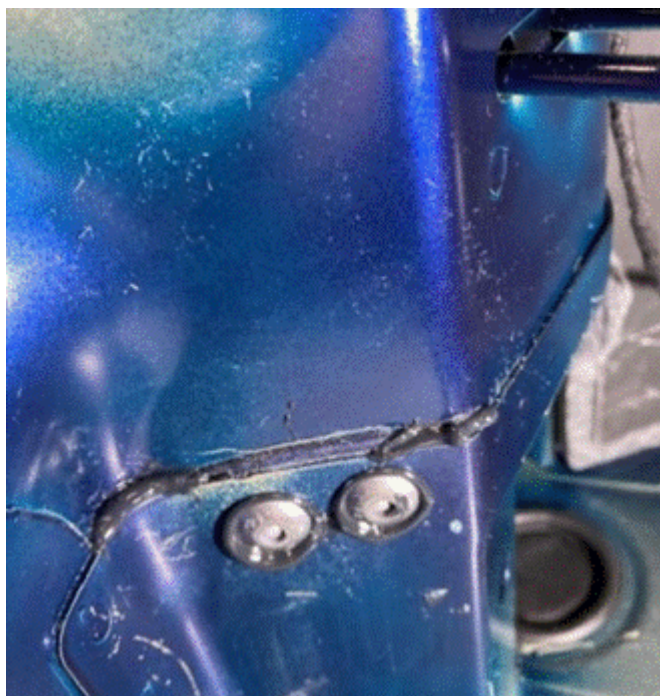


Figure 8. Panels with two-part body adhesive and rivets installed.

8. After the curing time is complete, seal the entire work area with cavity wax (D 308SP5M1 or equivalent e.g. 3M™ 08852). Test drive the vehicle to confirm resolution of the noises. Reinstall the luggage compartment trim.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5368		
Damage Code:	0020		
Labor Operations:	Side trim, luggage compartment (rear) remove and reinstall	70 03 19 00	See SRT with associated operations
	Modify left rear corner reinforcement	53 06 49 99	30 TU

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	Body seal coat cavity	51 01 75 52	See SRT with associated operations
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 2068978/2		

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.

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
WHT005413A	 Pop rivet	2
WHT009075	Pop rivet	1



D 308SP5M1	 Anti corrosion wax	0.2
-OR-		
3M™ 08852	 Cavity wax	Shop Supply (accounting under warranty/goodwill is not permitted).

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D 180004M2	 2-k body adhesive	0.1
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Tool Number	Tool Description
VAG1753B	 Pop rivet pliers
-OR-	
VAS6759	 Pneumatic Rivet Gun

Additional Information

All parts and service references provided in this TSB (2068978) are subject to change and/or removal.



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