



# Technical Service Bulletin

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## 64 Noises from the front power windows

64 23 91 2064585/3 July 19, 2023. Supersedes Technical Service Bulletin Group 64 number 23-90 dated June 6, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, and SQ5	2019 – 2024	All	Not Applicable
Q5 e quattro	2020 – 2024		
Q5 Sportback, and SQ5 Sportback	2021 – 2024		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Add Model Year) Revised <i>Warranty</i> (Modify labor operation)
2	06/06/2023	Revised header (corrected Elsa display issue)
1	01/08/2022	Initial publication

### Customer states:

- The front power windows make noises when they are opened or closed.

### Workshop findings:

- The customer concern can be reproduced.

## Technical Background

In most cases, contamination and/or dirt is causing these noises. Dirt and other contaminants increase friction, which leads to the development of unpleasant sounds.

## Production Solution

Not applicable.



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## Service

1. Clean the affected window and window slot seals with lukewarm water and a gentle cleanser.
2. If the noises persist after the window and window slot seals have been dried, please check the window for any visible marks which may have resulted from interference with components of the electric window regulator.
3. If necessary, check for interference between the window, the window regulator, and the door wiring harness. To do so, remove the inner door trim panel and window slot seal according to the Elsa Repair Manual.
4. In addition, check that the window guide seal is correctly installed and adjust it if necessary.
5. If noises are still present during window operation, examine the mechanical parts of the electric window regulator.
6. Clean the sliding surfaces of the window regulator guide rails and the sliding elements with a microfiber cloth or a brush. Move the window regulator drivers up and down so that the sliding elements can be cleaned over the entire range. Use a little bit of all-purpose cleaner as necessary.
7. Lightly grease the cable pulleys and cable drums **only**, ideally with a brush.



**Note:**

Do not lubricate the guide rails or the sliding elements!



**Tip:** Depending on the degree of contamination, the cleaning and lubrication of the window regulator sliding components can be carried out with the window regulator installed in the vehicle.



**Note:**

Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered vehicles – Verify Owner</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	6452		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Front electric window regulator remove + reinstall	6452 1950	See SRT with associated operations



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	2 Front electric window regulator remove + reinstall	6452 2099	170 TU
	Clean window regulator	6452 2999	10 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2064585/3		

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
D 00940104 (or equivalent)	All-purpose cleaner	Shop supply
G 052150A2 (or equivalent)	Lithium-grease	Shop supply

## Additional Information

All parts and service references provided in this TSB (**2064585**) are subject to change and/or removal.

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