



# Technical Service Bulletin

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## 57 Ticking or cracking noise heard in door while opening and closing

57 23 19 2071702/1 October 24, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, and SQ7	2021 – 2024	All	Not Applicable

## Condition

### Customer states:

A noise is heard when opening or closing the front door. The noise is characterized as a 'ticking', 'popping', 'snapping' or 'clicking' noise.

### Workshop findings:

The noise is easily replicable.

## Technical Background

Several different components have been replaced in these cases (door check rod, door hinges, door latches, etc.) without resolution of these noises. In the end the door shell is replaced and the noises are eliminated. Extensive testing has been conducted on the replaced door shells requested and returned for analysis but no structural shortcoming or technical root cause can be found.

## Production Solution

No changes to production have been made, as no root cause has been identified.

## Service

Audi of America is requesting your cooperation in supplying us with technical information regarding this condition.



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1. Verify the customer complaint and confirm that the nature of the noises heard are consistent with the door noises under investigation. Scan this QR code (figure 1) for a companion video / audio file depicting the noises under investigation.



**Figure 1.** This QR code links to a video / audio file that depicts the noises heard by the customer when opening or closing the door.

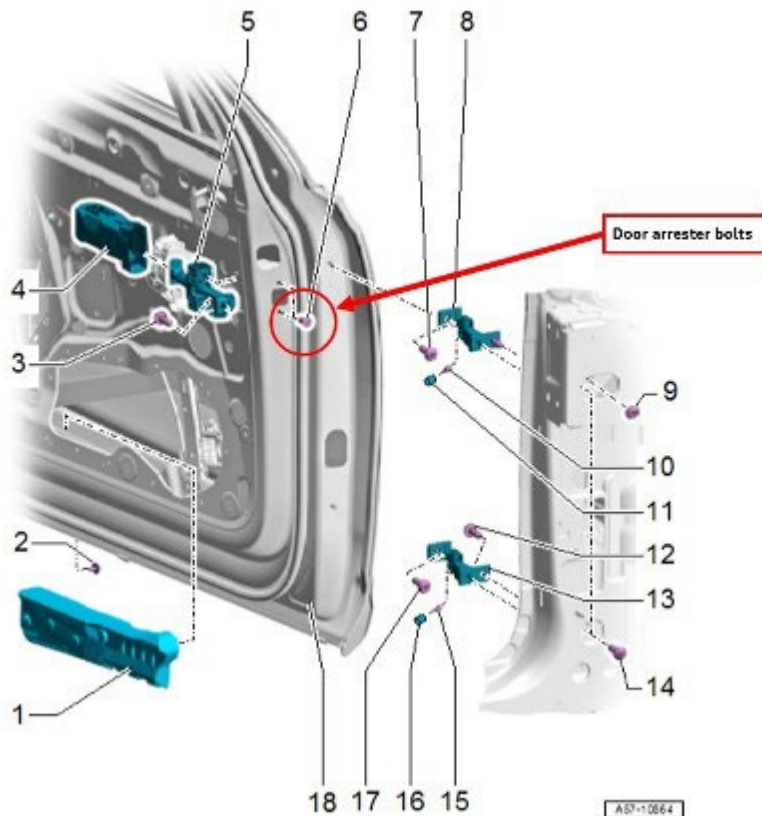
You may also view this video / audio file at this link:

<https://audi-external.kzoplatform.com/player/medium/2593843036664370353>

If the noises in the subject vehicle are consistent with the noises in the example video please proceed as follows:

2. First, make sure the door arrester bolts are at the specified 8 Nm. If they are not, document the torque as it is currently. Then tighten to 8 Nm and recheck if the noise has changed at all. If they are at 8 Nm, tighten to 10 Nm and recheck if the noise has changed at all.

Audio / video document any change in the noise. Open a TAC contact and post the audio / video to the ticket. Please label the audio / video file according to the location being documented. Document at what step the change occurred (if any) in the case notes.



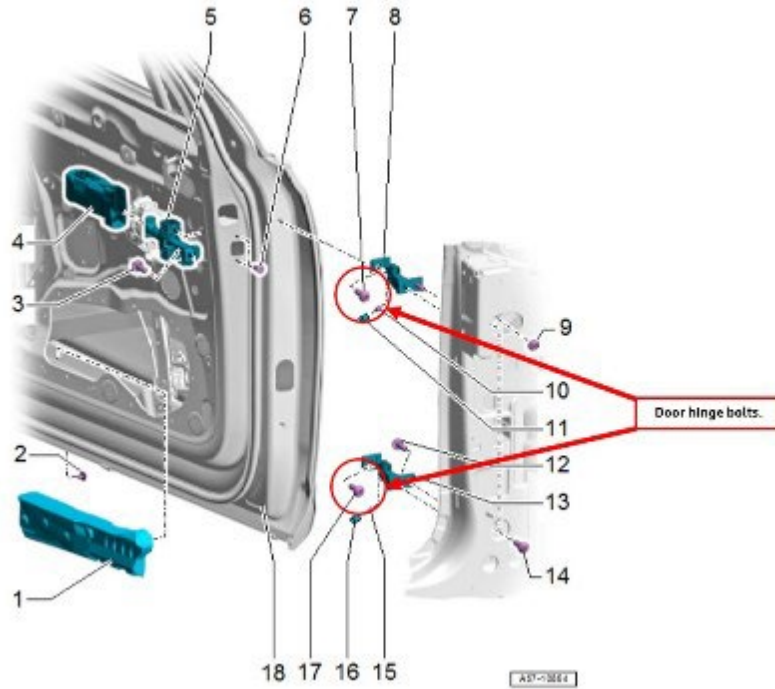
**Figure 2.** Door arrester bolts to be checked and documented first.



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3. Next, make sure the door hinge bolts that mount into the door of the upper and lower door hinges are at the specified 50 Nm. If they are not, document the torque as it is currently. Then, one at a time, tighten the upper door hinge bolt to 50 Nm and recheck if the noise has changed at all. If no change in the noise is heard repeat this to the bolt of the lower door hinge. If they are at 50 Nm, tighten (again, one at a time) to 55 Nm and check if the noise has changed at all.

Audio / video document any change in the noise during these checks as well. Again, please label the audio / video file according to the location being documented. Post the audio / video to the ticket. Document at what step the change occurred (if any) in the case notes.



**Figure 3.** Door hinge bolts to be checked and documented second.

4. If, after these inspections and adjustments are completed, the noises cannot be altered report these findings to TAC and further instruction will be given.

## 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 of any warranty, this Technical Service Bulletin is informational only.</li></ul>
<b>Service Number:</b>	5751
<b>Damage Code:</b>	0020



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<b>Labor Operations:</b>	Front door inspect, adjust torque and document	5751 0199	50 TU
<b>Diagnostic Time:</b>	GFF	No allowance	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 2071702/1		

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.

## Additional Information

All part and service references provided in this TSB (**2071702**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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