



# Technical Service Bulletin

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**55 Power rear lid cannot be opened**  
55 23 86 2072431/1 December 15, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 allroad, RS 6 Avant, RS 7, e-tron quattro, e-tron Sportback quattro, Q3, Q4 e-tron quattro, Q4 RWD, Q4 Sportback e-tron, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q8, SQ8, and RS Q8	2023	All	Not Applicable

## Condition

### Customer states:

- The power rear lid cannot be opened using the vehicle key, the interior/exterior buttons, or the emergency release.

### Workshop findings:

- The power rear lid latch is blocked.

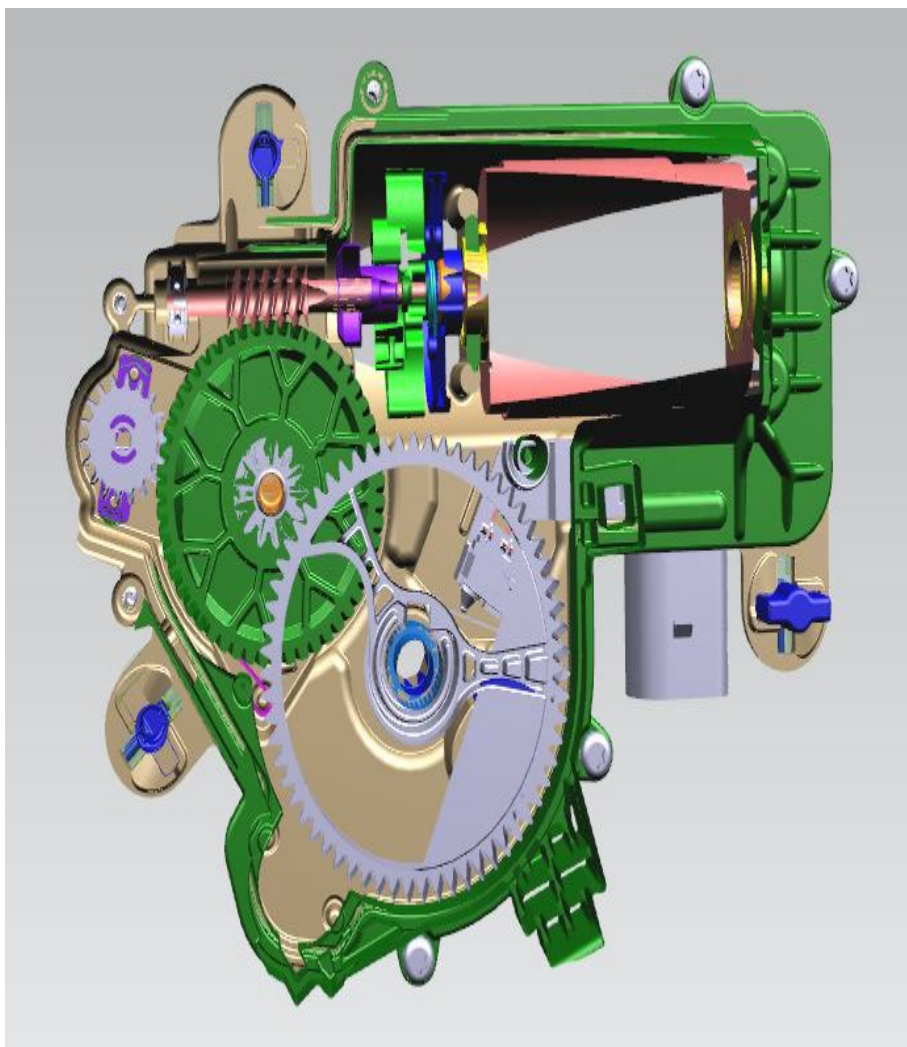
## Technical Background

Due to component-related deviations of the rear lid closing assist motor, the closing assist motor can be internally blocked. Consequently, the power rear lid can no longer be opened as the rotary latch of the rear lid lock is not released by the closing assist motor (Figure 1).



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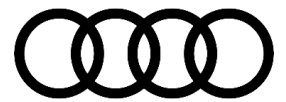
**Figure 1.** Rear lid closing assist motor.

## Production Solution

Optimized rear lid closing assist motors in series production.

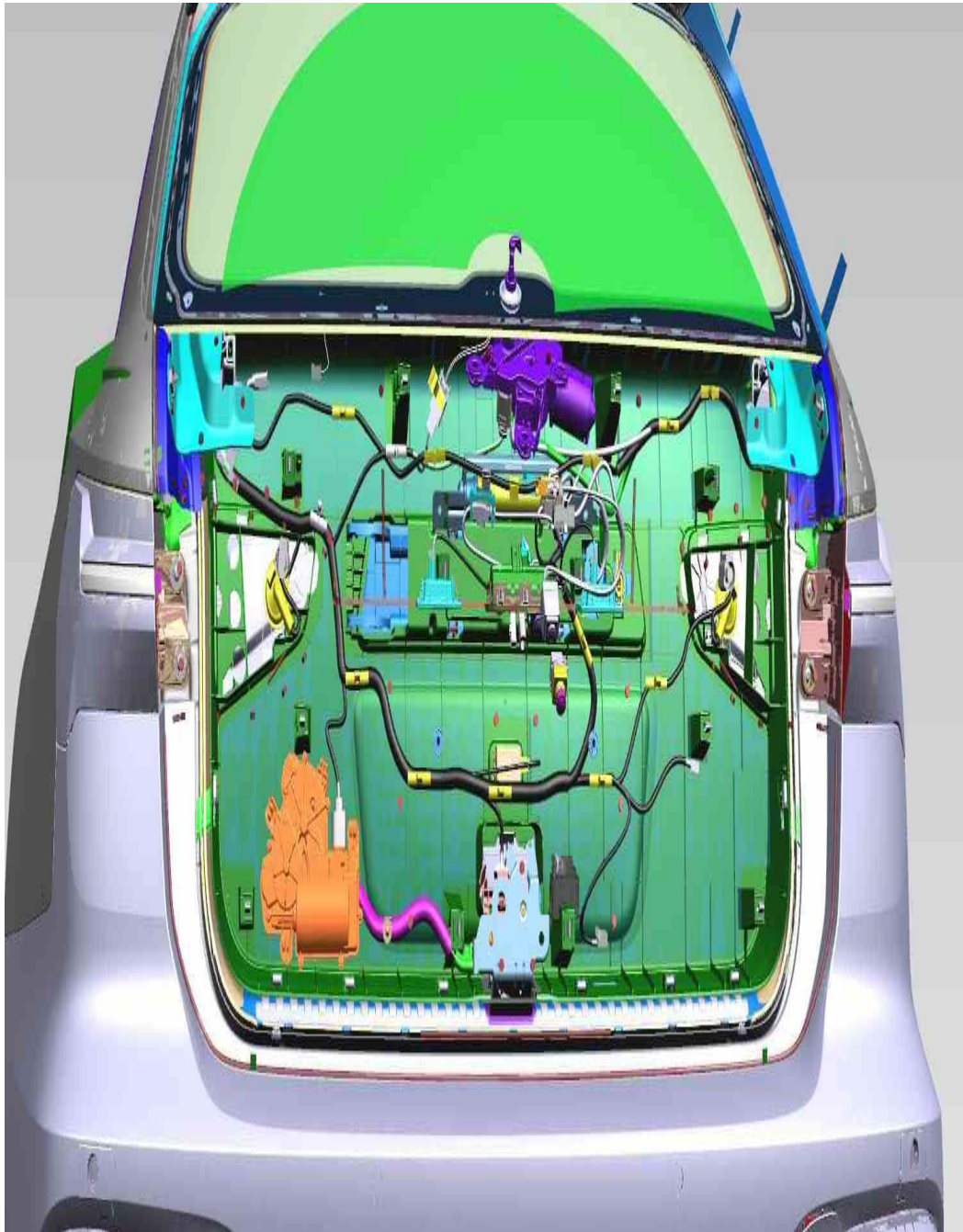
## Service

1. If it is not possible to open the power rear lid using the vehicle key, the interior/exterior buttons, or the emergency release, carefully knock with your hand on the rear lid in the area of the closing assist motor (Figure 2). The resulting vibration should release the blockage within the closing assist motor.



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**Figure 2.** Carefully knock in the area of the closing assist motor (highlighted in orange). Its location varies and is model specific.

2. Open the rear lid and remove the rear lid lower trim panel according to: *Elsa*>>*Repair manual*>>*Body*>>*Body Interior*>>*70 Interior Trim*>>*Luggage Compartment Trim Panels*>>*Rear Lid Lower Trim Panel Removing and Installing*.

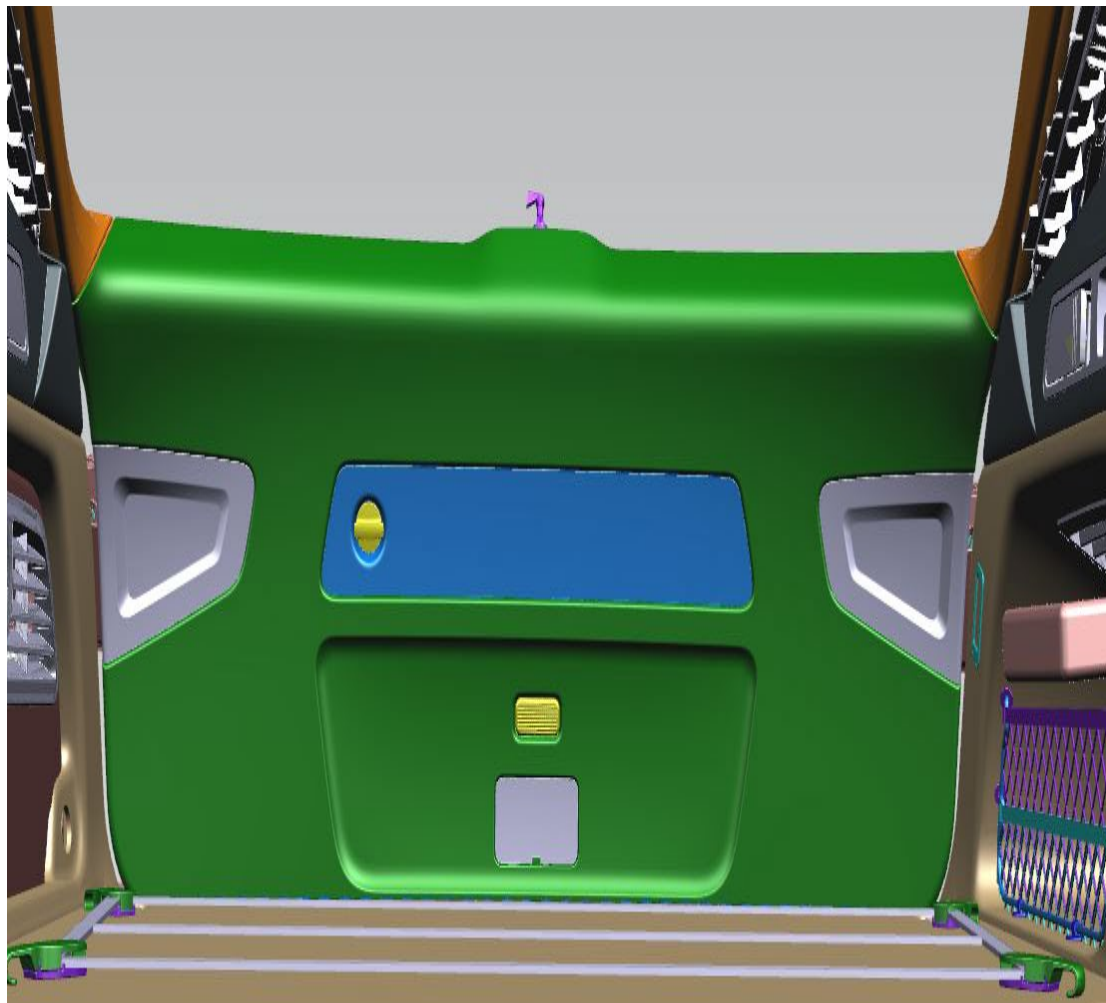


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3. Replace the closing assist motor.
4. If the blockage within the closing assist motor cannot be released and the latch of the rear lid remains blocked, the rear lid lower trim panel must be removed using standard tools. On some models it is not possible to remove the trim panel without damaging it irreparably. (Figure 3).

Please upload a photo of the damaged trim panel to Doc-It.



*Figure 3. Lower rear lid trim panel of an RS 6 avant.*

5. After replacing the closing assist motor, check the operation of the power rear lid.

## 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></ul>
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	<ul style="list-style-type: none"> <li>If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	5534		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Closing assist motor remove+reinstall	5541 19XX	See SRT with associated operations
	Accessing closing assist motor (additional labor <b>if</b> rear lid trim panel cannot be removed without damaging it irreparably)	5541 4199	A-time (Max 50 TU)
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 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 2072431/1		

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
3V5827887C (A6, A7, Q5, Q8, e-tron quattro)	Liftgate motor	01
5TA827887C (Q3)	Liftgate motor	01
3G0827887C (Q4 e-tron)	Motor for tailgate closing aid	01

Tool Number	Tool Description
VAS 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)



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## Additional Information

All parts and service references provided in this TSB (2072431) are subject to change and/or removal.

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