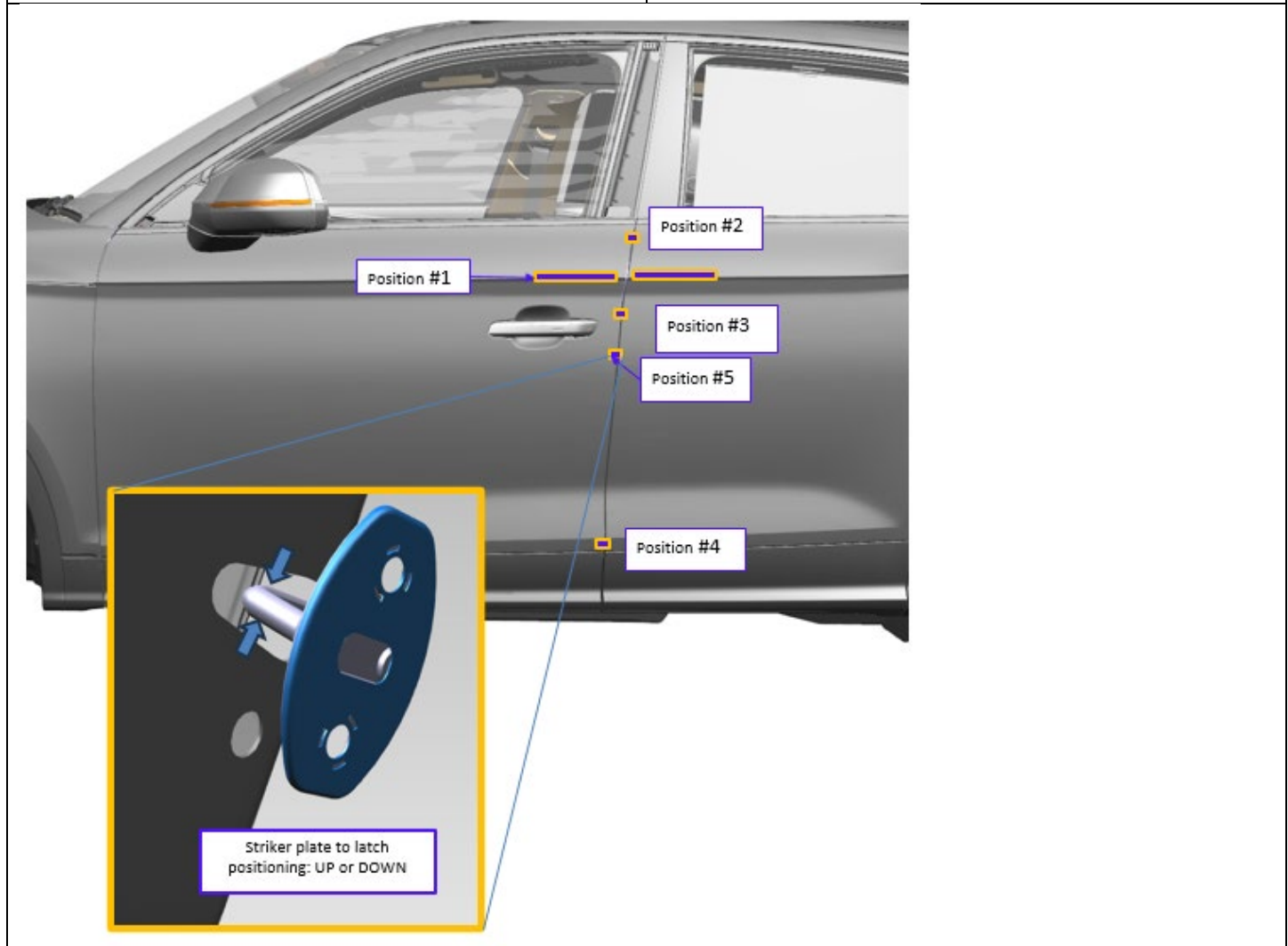




Analysis Worksheet			
Topic	Q5 Front door(s) hard to close		
Model(s) affected	2024 Q5, SQ5, Q5 Sportback, SQ5 Sportback		
Documentation needed	<ul style="list-style-type: none"> • Before making any repairs to the affected door, measure the dimensions of the door as outlined below in the table “Checklist door dimensions”. • TAC case submitted with Worksheet “Q5 Front door high closing effort.” 		
Questions	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; padding: 5px;"> <ul style="list-style-type: none"> • Could you verify the customer concern? • What door is hard to close? • How did you correct the customer’s complaint? If the striker plate was adjusted, describe in what direction and by how many millimeters it was adjusted. Alternatively, make a sketch of the adjustment in the adjacent column. </td> <td style="width: 40%; padding: 5px; vertical-align: top;"> Sketch of striker plate adjustment here: </td> </tr> </table>	<ul style="list-style-type: none"> • Could you verify the customer concern? • What door is hard to close? • How did you correct the customer’s complaint? If the striker plate was adjusted, describe in what direction and by how many millimeters it was adjusted. Alternatively, make a sketch of the adjustment in the adjacent column. 	Sketch of striker plate adjustment here:
<ul style="list-style-type: none"> • Could you verify the customer concern? • What door is hard to close? • How did you correct the customer’s complaint? If the striker plate was adjusted, describe in what direction and by how many millimeters it was adjusted. Alternatively, make a sketch of the adjustment in the adjacent column. 	Sketch of striker plate adjustment here:		
Other information: <small>(Please include any other useful information from the customer or found during diagnosis.)</small>			
Note:	<ul style="list-style-type: none"> • Information requested in these worksheets update frequently. Please always use the latest worksheet on Elsa2Go. • Please include all information requested in the worksheet up front when submitting the WEB ticket to TAC. 		



Checklist door dimensions	
Measurement	Dimensions in mm
1. Measure the horizontal alignment of the “tornado line” (main body line above door handles) of the front and rear doors (Position #1). Indicate if the front tornado line is higher or lower in relation to the rear tornado line by circling the answer.	#1: Frt. Tornado line? Higher / Lower
2. Measure the flushness of the front door to the rear door in <u>3 locations</u> (Positions #2-4). Indicate if the front door is over flush or under flush in relation to the rear door by circling the answer.	#2: Frt. Door over flush? Yes / No #3: Frt. Door over flush? Yes / No #4: Frt. Door over flush? Yes / No
3. Measure the distance from the striker plate to the top of the latch opening and to the bottom of the latch opening (Position #5).	Distance to top of latch opening: Distance to bottom of latch opening:
4. Measure the gap between the front door and the rear door in <u>3 locations</u> (Positions #2-4).	#2: #3: #4:



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