



Technical Service Bulletin

57 Noises heard in doors while opening and closing

57 24 46 2074129/2 June 21, 2024. Supersedes Technical Service Bulletin Group 57 number 24-44 dated June 5, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, and SQ7	2023	011769 - 999999	Not Applicable
	2024	00001 - 015020	
	2025	000001 - 005271	

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Model Year, corrected VIN breaks)
1	06/05/2024	Initial publication

Customer states:

The customer hears a creaking or groaning type noise when opening or closing one or any of the four doors.

Workshop findings:

The creaking or groaning noises can be easily replicated during the door opening or closing travel.

Technical Background

Due to a manufacturing inconsistency in the production of the door arresters, these noises are generated as the arrester bar travels into and out of the arrester guide.

Production Solution

The production process in the manufacturing of the door arresters has been corrected.

Service



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1. Replace the door arrester creating the noise in these cases. The improved door arrester can be identified by production date and part version number. This information is stamped into the part with a date structure production year / production week (YY / WW) where the first two characters are the last two numbers of the year, and the second two numbers are the calendar week of that year). In the example in Figure 1 the production date is week 17 of 2024. The three characters beneath the date is the part version number. In this case the part is version '03S'.



Figure 1. Location on the door arrester of the production date and part version.



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2. The improved door arrester will have a production date greater than or equal to week 17 of 2024 (e.g., 24 / 17). It must also have a part version greater than or equal to '03S'. Figure 2 shows a door arrester that meets the date and version criteria for an improved part.



Figure 2. Door arrester of the improved type by date and version.

3. While a stock clearing of old version parts is underway, check the date and version of the replacement part before installation.
4. Please take a short video of the noises in the door(s) as they are opened and closed. Also take photos of the door arrester, specifically the date and version of the door arrester. Upload them into DOC-IT with the repair order.
- Have a date stamp and VIN reference.
 - Be taken in focus and with sufficient light.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 Up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.	
Service Number:	Left front door arrester	5759



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	Right front door arrester	5759	
	Left rear door arrester	5859	
	Right rear door arrester	5859	
Damage Code:	Left front door arrester	0020	
	Right front door arrester	0020	
	Left rear door arrester	0020	
	Right rear door arrester	0020	
Labor Operations:	One front door arrester being serviced:		
	Front door trim remove and reinstall	7059 1900	See SRT with associated operations
	Front door arrester remove and reinstall	5759 1999	20 TU
	Two front door arresters being serviced:		
	Two front door trims remove and reinstall	7059 2000	See SRT with associated operations
	Two front door arresters remove and reinstall	5759 2099	30 TU
	One rear door arrester being serviced:		
	Rear door trim remove and reinstall	7073 1900	See SRT with associated operations
	Rear door arrester remove and reinstall	5859 1999	20 TU
	Two rear door arresters being serviced:		
	Two rear door trims remove and reinstall	7073 2000	See SRT with associated operations
	Two rear door arresters remove and reinstall	5859 2099	30 TU



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One front door arrester and one rear door arrester being serviced:			
Front door trim remove and reinstall	7059 1900	See SRT with associated operations	
Front door arrester remove and reinstall	5759 1999	20 TU	
Rear door trim remove and reinstall	7073 1950	See SRT with associated operations	
Rear door arrester remove and reinstall	5859 1999	20 TU	
Two front door arresters and one rear door arrester being serviced:			
Two front door trims remove and reinstall	7059 2000	See SRT with associated operations	
Two front door arresters remove and reinstall	5759 2099	30 TU	
Rear door trim remove and reinstall	7073 1950	See SRT with associated operations	
Rear door arrester remove and reinstall	5859 1999	20 TU	
One front door arrester and two rear door arresters being serviced:			
Front door trim remove and reinstall	7059 1950	See SRT with associated operations	
Front door arrester remove and reinstall	5759 1999	20 TU	
Two rear door trims remove and reinstall	7073 2000	See SRT with associated operations	
Two rear door arresters remove and reinstall	5859 2099	30 TU	
All four door arresters being serviced:			
Two front door trims remove and reinstall	7059 2000	See SRT with associated operations	
Two front door arresters remove and reinstall	5759 2099	30 TU	
Two rear door trims remove and reinstall	7073 2099	40 TU	
Two rear door arresters remove and reinstall	5859 2099	30 TU	
Diagnostic Time:	GFF	No allowance	0 TU





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	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2074129/2		

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.

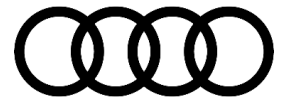
Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
4M0837249	 <p>Front door arrester</p>	Quantity required
4M0839249	 <p>Rear door arrester</p>	Quantity required

Additional Information

All parts and service references provided in this TSB (**2074129**) are subject to change and/or removal.

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