



Technical Service Bulletin

53 Creaking or knocking noises from rear of vehicle

53 24 09 2071019/2 June 11, 2024. Supersedes Technical Service Bulletin Group 53 number 23-08 dated July 25, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 e-tron Sportback	2022 - 2023	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Q4 e-tron models 2022 - 2023) Revised <i>Service</i> (Add photo / video requirement)
1	07/25/2023	Initial publication

Customer states: There is a creaking or knocking type noise heard from the rear of the cabin when driving on rough pavement or thrusting the vehicle while cornering.

Workshop findings: The noises can be replicated in these driving conditions. The noises are diagnosed as originating specifically in the rear cargo area from the sheet metal overlap of the left rear side panel and the left rear cross panel.

Technical Background

To rule out noises generated by the contact points of the rear lid to adjusting buffer please refer to TSB 2068691 (*55 Noises from rear of vehicle / rear lid while driving*) and make the corrections described in 2068691 should your diagnosis determine these areas as the source of the noises. If these corrections have already been made and the rear lid noises have been resolved or if the rear lid to adjusting buffer contact is not the source of the noises, proceed with the repair described as follows.



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Figure 1. Area of cargo area where noises are generated.

Production Solution

The panel joining process has been optimized in production.

Service

NOTICE

The following repair requires tools, materials, and training only available at an Audi certified collision center. As such, this repair must be performed at an Audi certified collision center.

1. Detach the left rear luggage compartment side trim panel according to the work procedure in Elsa: *Repair manual>>Body>>Body Interior>>70 Interior Trim>>Luggage Compartment Trim Panels>>Luggage Compartment Side Trim Panel, Removing and Installing.*
2. Figure 3 shows the exposed area where the work is to be performed.
3. It will be necessary to drill 3 holes using an 8 mm spot weld drill bit (e.g., VAS6322A/2).
4. Attach the drill bit to a drill motor. Figure 5 shows the spot weld that need to be removed.
5. Figure 6 shows the 3 overlapping panels. For the purposes of illustration, they are numbered 1 through 3 with 1 being the support panel, 2 being the left rear cross panel and 3 being the left rear side panel.



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6. Drill the first hole directly into the upper spot weld. Drill the second hole just to the right of the first hole. Drill hole 3 on the other side of the radius of the support panel as shown in figure 7. All 3 of these holes must not penetrate panel 3 (left rear side panel).
7. Grind the area as these 3 holes will now be welded.
8. Grind out the holes with a deburring tool to remove any residual primer from the surfaces to be welded.
9. Push the support panel as close to the overlapping panels comprised of the left rear side panel and the left rear cross panel as possible using a drift. Isolate and protect the surrounding area to prepare for welding.
10. If necessary, perform a test weld to ensure proper settings for an optimum weld application.
11. Weld all 3 holes such that they are completely closed.
12. Prepare and clean the welded surfaces as necessary. Thoroughly restore all corrosion protection appropriately. The corrosion protection will need to be applied using a brush.
13. After the curing time is complete, seal the entire work area with cavity wax (D 308SP5M1 or equivalent e.g. 3M™ 08852) both on the inside and outside. Test drive the vehicle to confirm resolution of the noises. Reinstall the luggage compartment trim.
14. Please take photos of the customers' concern and upload them into DOC-IT with the repair order. Photos should
 - Have a date stamp and VIN reference.
 - Be taken in focus and with sufficient light.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5368		
Damage Code:	0020		
Labor Operations:	Sublet labor operation listed in Outside Labor	A0001600	240 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2071019/2		



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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
D 308SP5M1	 Anti corrosion wax	0.3
-OR-		
3M™ 08852		Shop Supply (accounting under warranty/goodwill is not permitted).



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	Cavity wax	
N/A	Listed as MATERIAL in Outside Material	Quantity 1 each (\$12)

Tool Number	Tool Description
VAS6322A	 Spot Weld Breaker

Additional Information

All parts and service references provided in this TSB (**2071019**) are subject to change and/or removal.

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