



Technical Service Bulletin

55 Pressure of gas strut for manually operated rear lid insufficient

55 24 98 2069301/2 July 18, 2024. Supersedes Technical Service Bulletin Group 55 number 23-74 dated February 6, 2023 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Modify title) Revised header (Add model year and PR number filter) Revised <i>Condition</i> (Modify customer statement) Revised <i>Technical Background</i> (Modify technical background) Revised <i>Production Solution</i> (Modify production solution) Revised <i>Service</i> (Add note)
1	02/06/2023	Initial publication

Customer states:

The manually operated rear lid does not stay open.

The rear lid closes by itself.

Workshop findings:

The force of the gas-filled struts for the manually operated rear lid is insufficient.

Technical Background

On vehicles with manually operated rear lid, the gas strut does not hold the rear lid in place. The rear lid closes by itself from the half-open position. This condition is affected by low outside temperatures.

Production Solution

Modified component with increased gas strut pressure.



Technical Service Bulletin

Service

 **NOTICE**

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TPI. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code etc.) apply exactly. Otherwise, this solution will not eliminate the problem, and repeat repairs may be necessary. In such a case, we may reject the warranty claim and redebit the parts.

When billing, please always attach a video which clearly shows the complaint in Doc-It.

To ensure a reference to the vehicle, the video must include the chassis number and the date.

The video must not be edited. The video should be in focus and be recorded with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis have a clear reference to the complaint.

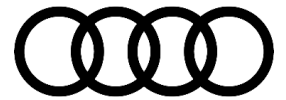
Please ensure that video documentation does not show any persons and/or faces, vehicle registration numbers (number plates) or customer data.

Replace the gas-filled strut on both sides according to Elsa >> Repair manual >> Body >> Body Exterior >> 55 Hood, Lids >> Rear Lid >> Gas-Filled Strut, Removing and Installing.

Warranty

Claim Type:	If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5593		
Damage Code:	0018		
Labor Operations:	2 Struts Remove + Reinstall	5564 2000	See SRT with associated operations
Diagnostic Time:	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
Claim Comment:	As per TSB 2069301/2		

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.



Technical Service Bulletin

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
89A827552A	Gas-filled Strut	02

Additional Information

All parts and service references provided in this TSB (**2069301**) are subject to change and/or removal.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.