



Technical Service Bulletin

57 Noises from door arrester when opening or closing door

57 24 70 2074129/3 November 27, 2024. Supersedes Technical Service Bulletin Group 57 number 24-46 dated June 21, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, and SQ7	2023	011769 – 999999	Not Applicable
	2024	000001 – 015020	
	2025	000001 - 023817	

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title (Modify title) Revised header (Modify VIN break) Revised <i>Service</i> (Modify service) Revised <i>Warranty</i> (Modify claim type) Revised <i>Required Parts and Tools</i> (remove images)
2	06/21/2024	Revised header (Add Model Year, corrected VIN breaks)
1	06/05/2024	Initial publication

Customer states:

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

Workshop findings:

- The creaking or cracking noises come from the door arrester.

Technical Background 1

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.



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Service

1. Replace the door arrester creating the noise in these cases.

Please check the current version of the replacement part. It must have a **production date of week 17/2024 or later** and a **component version of 03S or higher** (Figure 1).

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. Replacement part with production date 24/17 (year 2024 / week 17) and component version 03S.

2. When billing, please always attach photos/videos that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the image/video must:

- Include the VIN and date.
- Must not be edited.
- Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or face, license plates, or customer data.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 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
	One front door arrester and one rear door arrester being serviced:		



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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



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	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
	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 2074129/3		

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	Front door arrester	Quantity required
4M0839249	Rear door arrester	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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