

Technical Service Bulletin

Topic	55 Rear lid only opens slightly and then stops
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077064/2
Level	EH
Status	Released for publishing
Release date	Mar 20, 2025

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors, lids operation -> open rear lid manually	functionality -> cannot be opened	
body attachments and installations -> doors, lids operation -> open rear lid manually	functionality -> operation sequence incorrect	
body attachments and installations -> doors, lids operation -> close power rear lid	functionality -> no function	
body attachments and installations -> doors, lids operation -> close power rear lid	functionality -> partially out of order	
body attachments and installations -> doors, lids operation -> close power rear lid	functionality -> operation sequence incorrect	
body attachments and installations -> doors, lids operation -> open sensor controlled rear lid	functionality -> no function	
body attachments and installations -> doors, lids operation -> open sensor controlled rear lid	functionality -> operation sequence incorrect	
body attachments and installations -> doors, lids operation -> open power rear lid -> rear lid opening height	dimensional accuracy -> too low	
body attachments and installations -> doors, lids operation	functionality	
body attachments and installations -> doors, lids operation -> open power rear lid	functionality -> warning tone sounds without cause	
body attachments and installations -> doors, lids operation -> open power rear lid	functionality -> cannot be opened	

Vehicle data

Q6 e-tron; SQ6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GF*	2025	A		*	*	*

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Modify rear lid initialization process) Revised <i>Warranty</i> (Remove and modify labor operations)
1	02/26/2025	Initial publication

Customer states:

- The rear lid only opens slightly and then stops.

A video of the concern can be found at <https://audi-external.kzoplatform.com/player/medium/2951826179385988750> or by scanning the below QR Code.



Figure 1. Scan the QR code to view a sample video of the above concern.

Workshop findings:

- The rear lid only opens slightly and then stops.
- Intermittent, no event memory entry.

Technical Background

Under unfavorable circumstances during the rear lid calibration at the factory, the current draw for the rear lid drive motors is set to be too low. In rare cases, this leads to occasional irregular behavior when opening the rear lid, without an event memory entry being logged.

A reference video is included (Figure 1).

Production Solution

Optimized software from week 25/2025 onward.

Service

Please first check the precise fit of the rear lid and the permissible buffer forces at the rear lid buffers and make sure the specifications are complied with. To do so, refer to the information provided under “*Adjusting rear lid*” in the Workshop Manual; use spring pressure gauge VAS 895 035 and measurement film VAS 895 037 or alternatively spring scales in accordance with SOST article on spring pressure gauge VAS 895 035.

Then reset initialization of the rear lid and then adapt it again. Proceed as follows:

- Open the rear lid approximately halfway so that you can easily access the electric rear lid lock actuation buttons on the inside (Figure 3, item 3) and on the outside (Figure 2).
- Press and hold the electric rear lid lock actuation button on the outside (Figure 2) and the electric rear lid lock actuation button on the inside (Figure 3, item 3) simultaneously for at least 5 seconds. An audible signal will be given.
- Then close the rear lid and wait 2 seconds.
- Open and close the rear lid 3 times using only the two buttons (Figure 2 and Figure 3, item 3). Make sure that the rear lid reaches the end positions each time.
- The initialization process is now complete.



NOTICE

It is essential not to hinder or stop the movement of the rear lid under any circumstances. This would interrupt the initialization process.



CAUTION

Anti-trapping protection is NOT active for the entire duration of the initialization process. Make sure that there is no risk of trapping for you or other persons at any time.



Figure 2. Exterior rear lid lock actuation button.

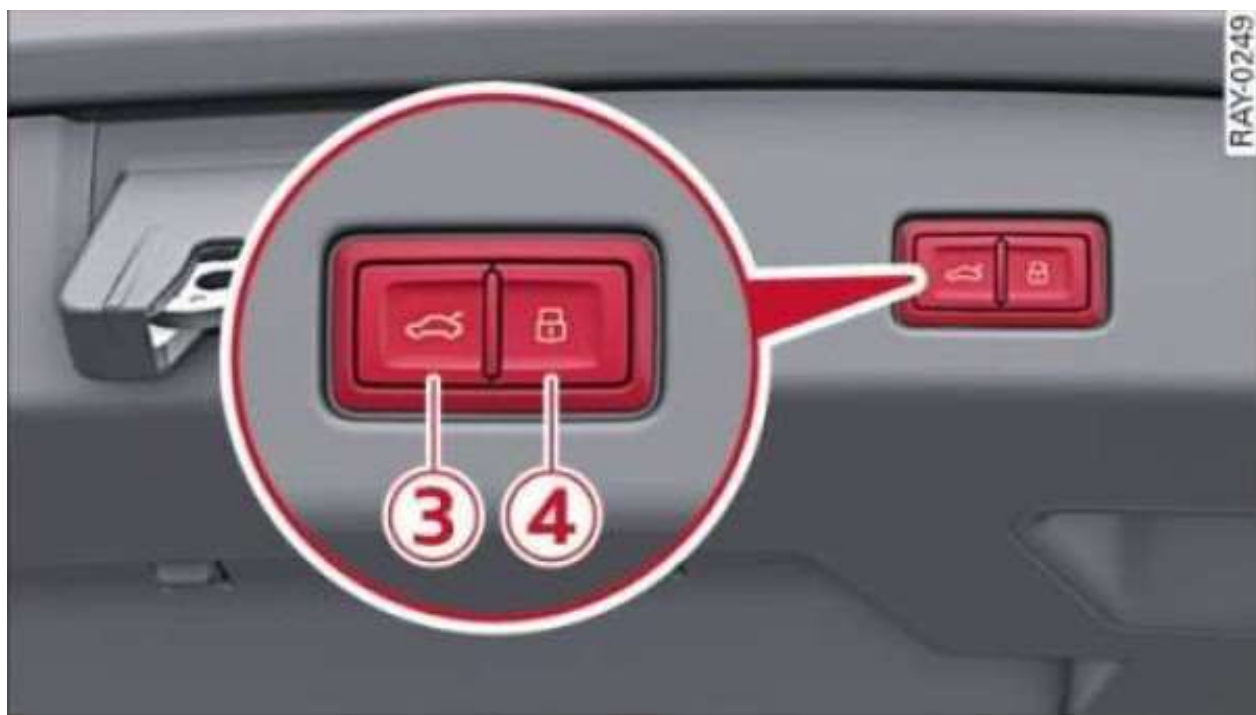


Figure 3. Interior rear lid lock actuation buttons.

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:	5568		
Damage Code:	0039		
Labor Operations:	Adjust rear lid	5559 1599	30 TU
Claim Comment:	As per TSB 2077064/2		

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.

Additional Information

All part and service references provided in this TSB (**2077064**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

©2025 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.