

Technical Service Bulletin

Topic	64 Wind noise at front window guide
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077162/1
Level	EH
Status	Released for publishing
Release date	Mar 6, 2025

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> windows, power window regulators -> door window	noises, vibrations -> wind noise	left
body attachments and installations -> doors -> door	noises, vibrations -> wind noise	
body attachments and installations -> windows, power window regulators -> door window	noises, vibrations -> wind noise	right
body attachments and installations -> windows, power window regulators -> door window glass	noises, vibrations -> wind noise	left
body attachments and installations -> windows, power window regulators -> door window glass	noises, vibrations -> wind noise	right

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> windows, power window regulators -> door window	volume components -> seal installed incorrectly	right
body attachments and installations -> windows, power window regulators -> door window	volume components -> seal installed incorrectly	left

Vehicle data

Audi Q7

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4MQ*	2024	A		*	*	*
4MQ*	2025	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	*	*	S	*	000001	999999		

Documents

Document name
master.xml

Condition

Customer states:

- Wind noise at front door in area between quarter window and door window. Wind noise at front door.

Workshop findings:

- The customer statement can be reproduced. The issue can be traced to the window guide area between the quarter window by the front door and the window guide.

Technical Background

A foam piece is fitted in the transition area between the window guide and the door in the vicinity of the window guide (Figure 1). In the worst case, crushing of the foam piece could lead to wind noise.



Figure 1. Affected area (masked off).

Production Solution

Process optimized for vehicles currently in production.

Service

Loosen the window guide in the transition area between the window guide/quarter window and the door according to the Workshop Manual.

The following image shows the faulty location between the foam piece and the window guide. There is a gap between the foam piece and the guide (Figure 2).



Figure 2. Gap between foam piece and the guide.

Insert a butyl cord (40 mm x 2.5 mm) in the area where the foam piece is visible.

Press this butyl cord fully into the transition area between the foam piece and the door (Figure 3).



Figure 3. Press the butyl cord into the transition area between the foam piece and the door.

Fit the loosened window guide according to the Workshop Manual.

When billing, please always attach a video that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the 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:	6445		
Damage Code:	0020		
Labor Operations:	Remove and install window guide for front door	6445 1950	See SRT with associated operations
	Remove and install 2 window guides for front door	6445 2099	230 TU

	Modify window guides for front doors	6445 4299	10 TU
Claim Comment:	As per TSB 2077162/1		

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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
AKL 450 005 05	Butyl adhesive/sealing cord	0.1

Additional Information

All parts and service references provided in this TSB (**2077162**) are subject to change and/or removal.

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