

Technical Service Bulletin

Topic	55 Rear lid does not close and opens again
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077738/2
Level	EH
Status	Released for publishing
Release date	May 14, 2025

New customer code

Object of complaint	Complaint type	Position
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 -> operation sequence incorrect	
body attachments and installations -> doors, lids operation -> close rear lid manually	functionality -> cannot be closed	
body attachments and installations -> doors, lids operation -> closed sensor controlled rear lid	functionality -> operation sequence incorrect	
body attachments and installations -> doors, lids operation -> closed sensor controlled rear lid	functionality -> no function	
body attachments and installations -> doors, lids operation -> close power rear lid	functionality -> cannot be closed	
body attachments and installations -> doors, lids operation -> close power rear lid	functionality -> partially out of order	

Vehicle data

Audi Q6 Etron

Sales types

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

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

55 Rear lid does not close and opens again

Transaction No.: **2077738/2**

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Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Modify service and add video) Revised <i>Warranty</i> (Updated service number)
1	04/18/2025	Initial publication

Customer states:

- The rear lid does not close and opens again.

Workshop findings:

- The rear lid does not close and opens again.
- The closing process is cancelled before reaching the first closure plate and the rear lid opens again.

Technical Background

The control unit detects excessive force at the buffers.

Production Solution

Part optimization and process change in week 40/2025.

Service

1. Remove the side bump stops (pre-tensioned spring buffers (Figure 1). Using the Workshop Manual, spring force gauge VAS 895 035 and measurement film VAS 859 037, adjust the rear lid buffer force to between 40 N and 60 N and then fit the pre-tensioned spring buffers again. Alternatively, you can leave the side bump stop installed and set the buffer forces to the lower limit of 40 N. Please also observe the Special Technical Service Training video on the spring force gauge VAS 895 035 in the Audi Knowledge Tank (AKT). **NOTE:** If your vehicle is not equipped with side bump stops (Figure 1), please start from the point: "**Adjusting buffer forces using spring force gauge VAS 895 035**".
2. Then reset initialization of the rear lid and then adapt the flap opening angle again. Proceed as follows:

Open the rear lid so that you can reach the inner and outer electric rear lid actuation buttons.

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 open and close the rear lid three times using the two buttons. Make sure that the rear lid reaches the end positions each time.

The vehicle confirms the end positions with an acoustic signal.

SAFETY INFORMATION:

It is essential not to hinder or stop the movement of the rear lid under any circumstances. This interrupts the initialization process. Furthermore, the roll-back function is not active during the initialization process. Make sure that there is no risk of trapping for you or other persons at any time.

The initialization process is now complete.

Please also refer to the attached video guide (Figure 4).

If the complaint still occurs:

Check the position of the striker and push it outwards slightly if necessary (ensure the rear lid fits properly). Another initialization run for the rear lid is then required as per the procedure under point 2.



Figure 1. *Pre-tensioned bump stop.*



Figure 2. Electric rear lid lock actuation button.

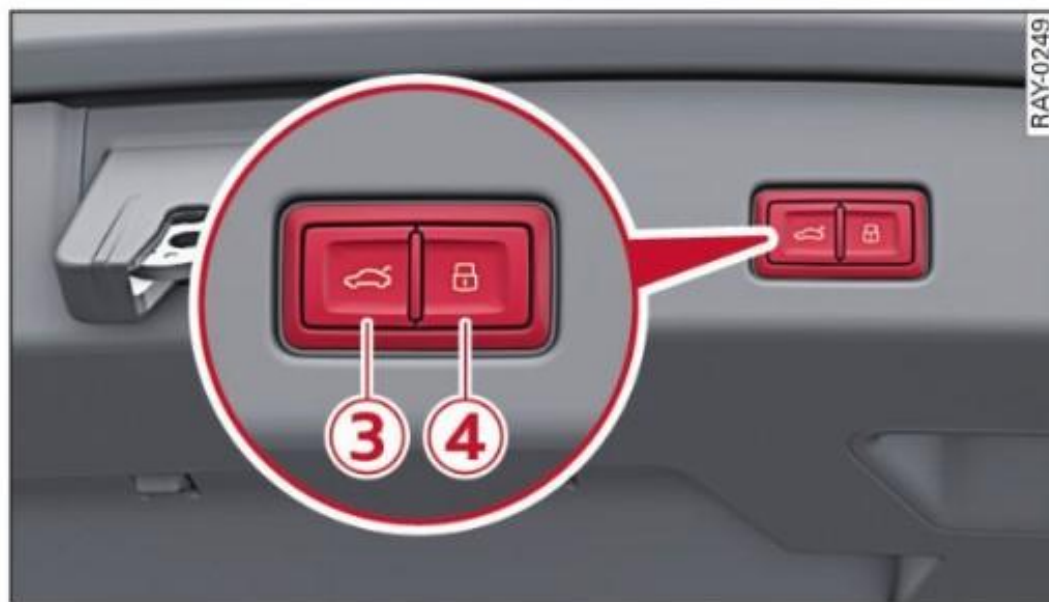


Figure 3. Electric rear lid lock actuation button (3).

An example of the procedure is shown in the video found at <https://audi-external.kzoplatform.com/player/medium/3009172724003116808>, or by scanning the QR Code below (Figure 4):



Figure 4. Scan the QR code to view the example video.

When billing, please always attach videos that clearly show 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 video documentation does not show any people and/or face, license plates, or customer data.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5559		
Damage Code:	0017		
Labor Operations:	Adjust rear lid	5559 1599	30 TU
Claim Comment:	As per TSB 2077738/2		

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 (**2077738**) 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.

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