

 Connection offline

Technical Service Bulletin

Transaction No.: **2081781/1**

55 Water in luggage compartment - leak in rear lid bump stop

Release date: Apr 24, 2026

Condition

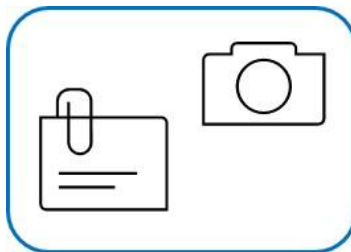
Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, Q4 Sportback e-tron, Q5, Q5 Sportback, SQ5, and SQ5 Sportback	2025 – 2026	All	Not applicable

Customer states:

There is water in the luggage compartment, which may mean that the electrically operated rear lid stops working.

Workshop findings:

There is a leak in the rear lid bump stop which has caused water to collect in the luggage compartment. This may mean that the electrically operated rear lid stops working.



Documentation required

Technical Background

The bump stop 83H827499 is secured with a spreader rivet in a square hole. Deviations in the installation process may result in the required contact pressure not being attained by the seal around the bump stop.

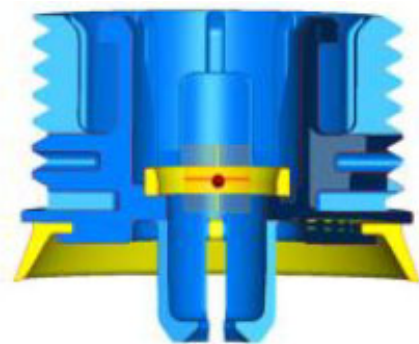


Figure 1. Cross-section of bump stop 83H.827.499.

Production Solution

Process optimization and component optimization (additional double-sided adhesive tape) were implemented at the factory in week 43 / 2025. The optimization was incorporated into bump stop 83H827499A.



Figure 2. Cross-section of buffer stop 83H.827.499.A with double-sided adhesive tape.

Service

Compare the issue at hand with the description above. If the damage is the same, proceed according to the Workshop Manual and the following instructions:

- Remove both bump stops 83H827499 and clean the contact surfaces. Also make sure that the bonding surface is free of grease.
- Then install the new bump stop 83H827499.A by fitting the spreader rivet correctly and attach the additional double-sided adhesive tape.
- Remove the luggage compartment side trim panels and luggage compartment floor panels to expose the body. Dry the affected areas in the luggage compartment and the panels.
- Then install the panels that were removed previously.

In addition, if required (only for the Q5):

- If the function of the taillights or also the electrically operated rear lid is impaired, check for water ingress in convenience system central control unit J393 (diagnostic address 0046).
- If water damage is detected on the convenience system central control unit, dry the wiring and connectors and replace convenience system central control unit J393.
- Activate the new convenience system central control unit J393.

When billing, please always attach a photo that clearly show the complaint to DOC-IT. To ensure a reference to the vehicle, the photo 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 people 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:	5559		
Damage Code:	050		
Labor Operations:	Q5		
	Remove and install 2 rear luggage compartment side trim panels	7003 2099	160 TU
	(if required) Remove and install convenience system central control unit	5789 1950	See SRT with associated operations
	Modify rear lid	5559 5099	10 TU
	GFF	0150 0060	See SRT with associated operations
	Q4		
	Remove and install 2 rear luggage compartment side trim panels	7003 2000	See SRT with associated operations
	Modify rear lid	5559 5099	10 TU
	GFF	0150 0060	See SRT with associated operations
	Claim Comment:	As per TSB 2081781/1	

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Please bill for drying and cleaning according to the time required.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part number	Designation	Quantity
83H827499A	Bump stop	2
85E907064.*	Convenience control unit	1

Additional Information

All parts and service references provided in this TSB (**2081781**) are subject to change and/or removal.

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