

# Technical Service Bulletin



## 64F2 UPDATE – Window Regulator (NVLW)

November 13, 2018

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5 / SQ5	2017 - 2018	See Campaign/Action screen in Elsa	None

## Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

A failure of the window regulator may occur on Audi Q5 and SQ5 vehicles manufactured within a specific period. As a result, the window can no longer be opened/closed.

This Update is in effect until removed.

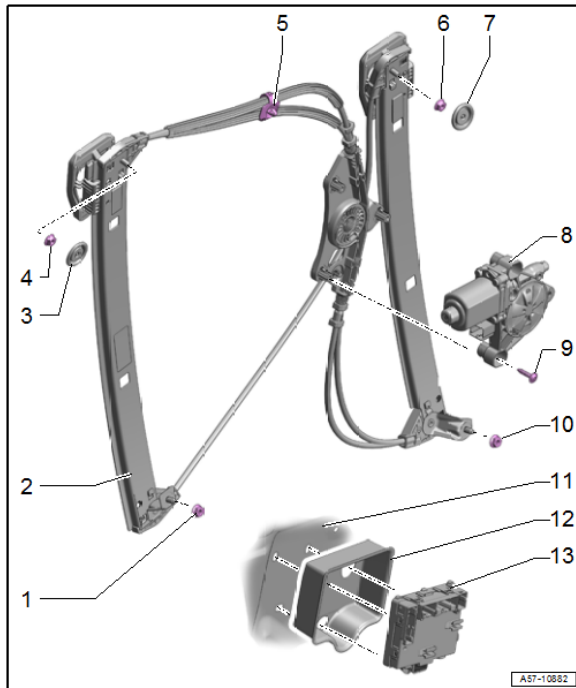
Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **64F2** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

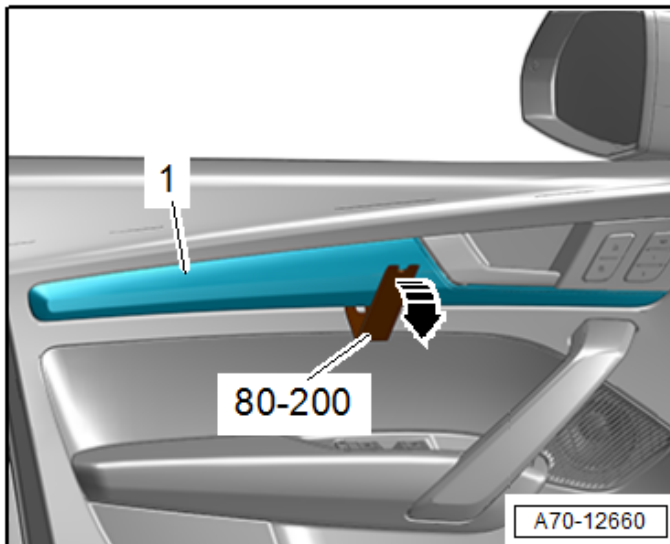
## Technical Background

A failure of the window regulator may occur on Audi Q5 and SQ5 vehicles manufactured within a specific period. As a result, the window can no longer be opened/closed.

## Service



- Replace window regulator(s) <2>.
  - See: Repair Manual > Body > Body Exterior > 57 Front Doors, Central Locking System > Door Components > Window Regulator, Removing and Installing.

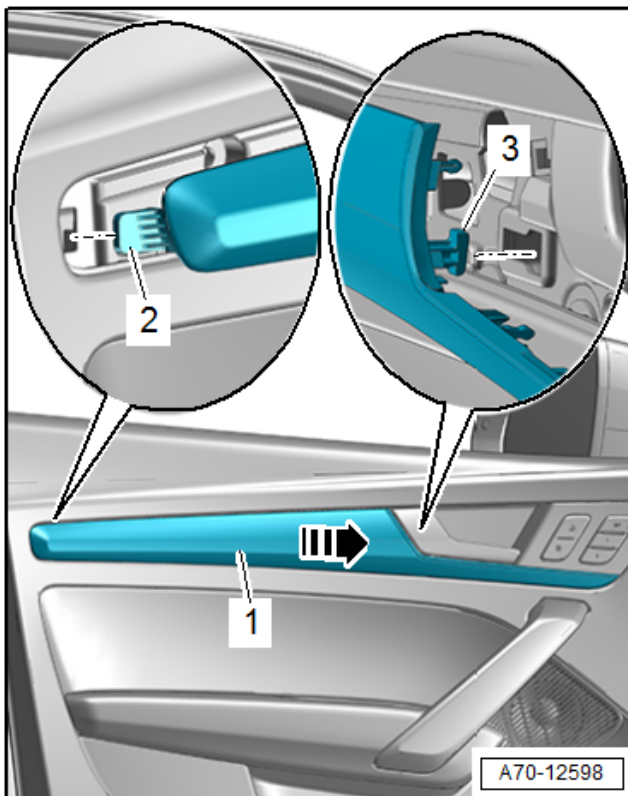


### Removing:

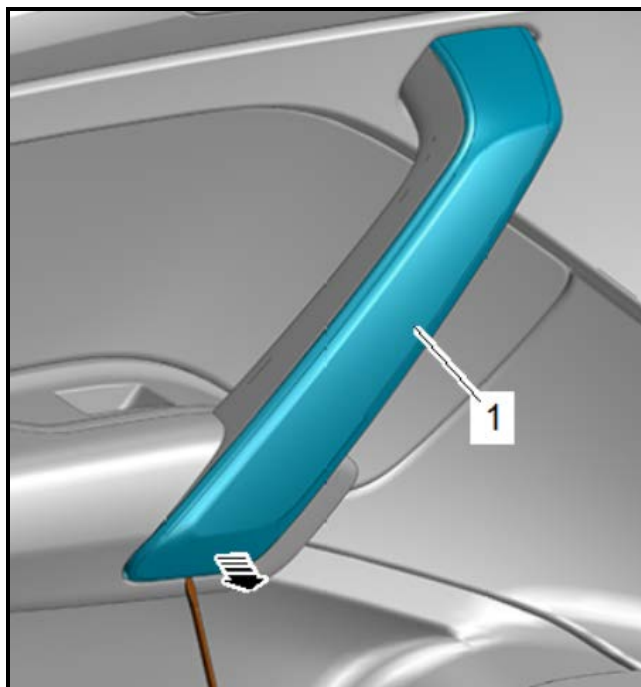
#### NOTE

The left side replacement procedure is shown. Repeat this procedure for the right side of the vehicle and install both the left and right side window regulators contained in the parts kit.

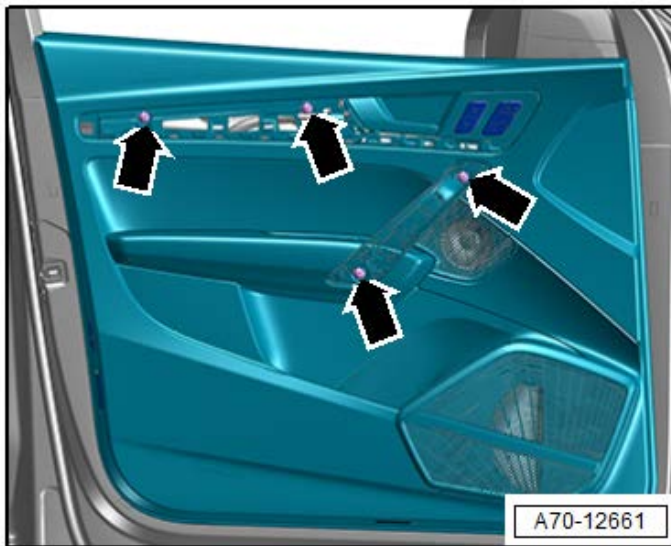
- Unclip the decorative trim <1> carefully using the -80-200- pry lever in direction of <arrow>.
- Start at the front edge of the trim when releasing the retaining clips.



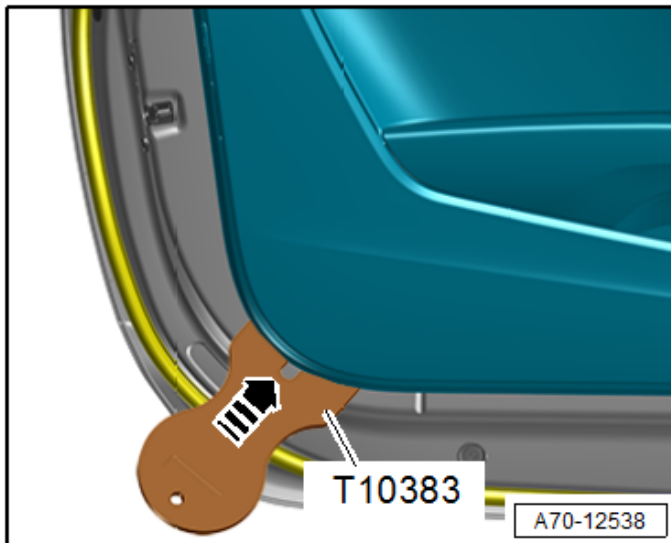
- Disengage the remaining tabs and remove the decorative trim <1> slightly from the door. Slide the trim forward in direction of <arrow>; this will cause the hook <3> on the door trim panel to disengage.
- Tilt the decorative trim inward, disengage the hook <2> on the door trim panel and remove.



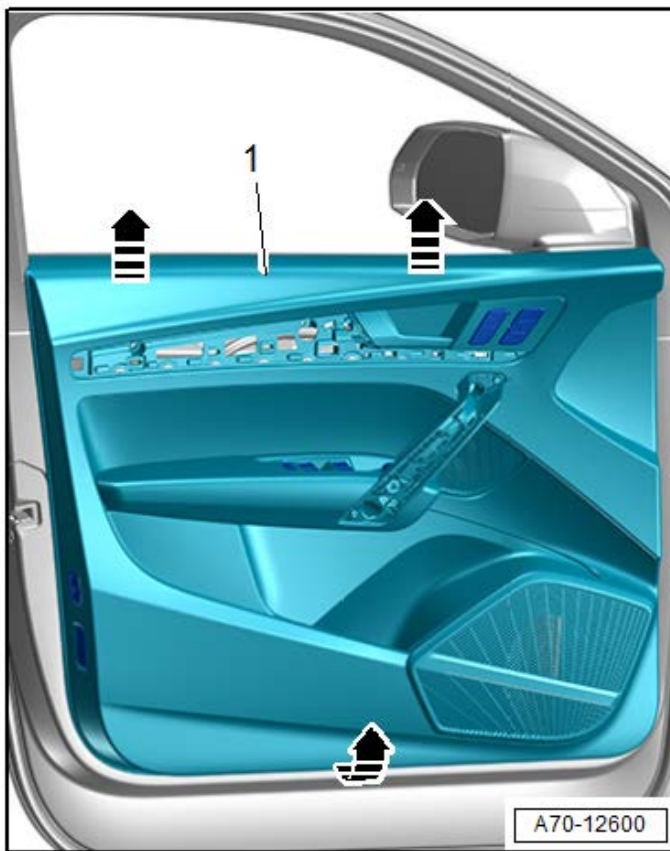
- Lower the door window.
- Switch off ignition.
- Unclip the trim <1> carefully from the pull handle with a small flat-head screwdriver at the position shown in direction of <arrow>.
- Disengage the remaining tabs with the -3409- and remove the trim.



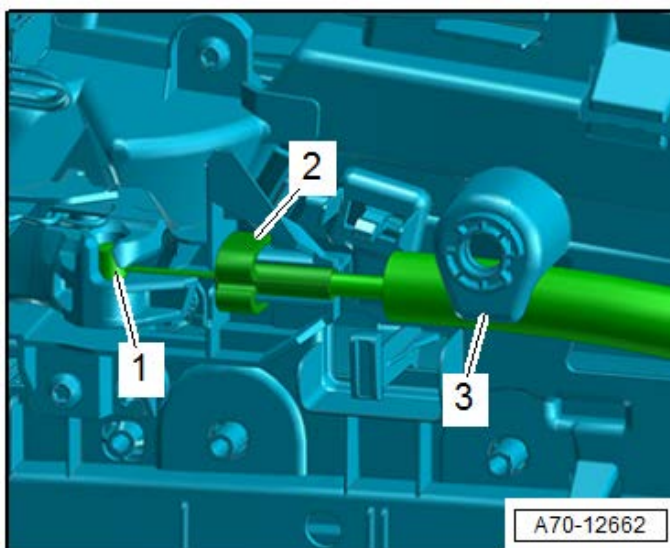
- Remove the bolts <arrows>.



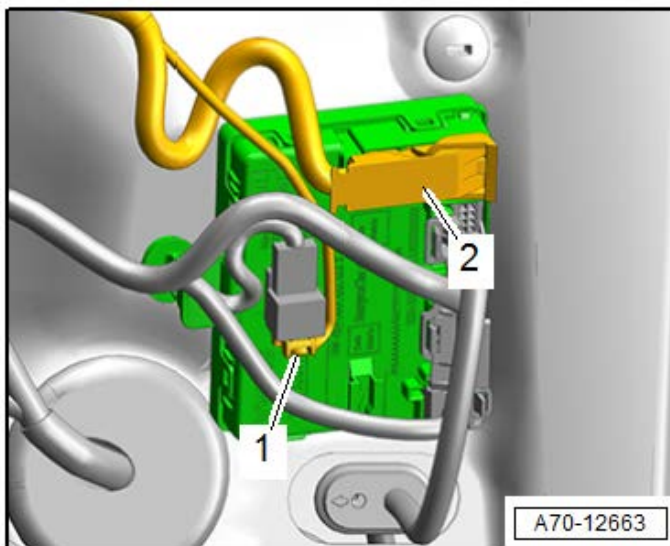
- Using the -T10383-, unclip the door trim panel at the lower rear section in a radius beginning from the door by inserting the wedge between the door trim panel and the door near the clips in direction of <arrow>.



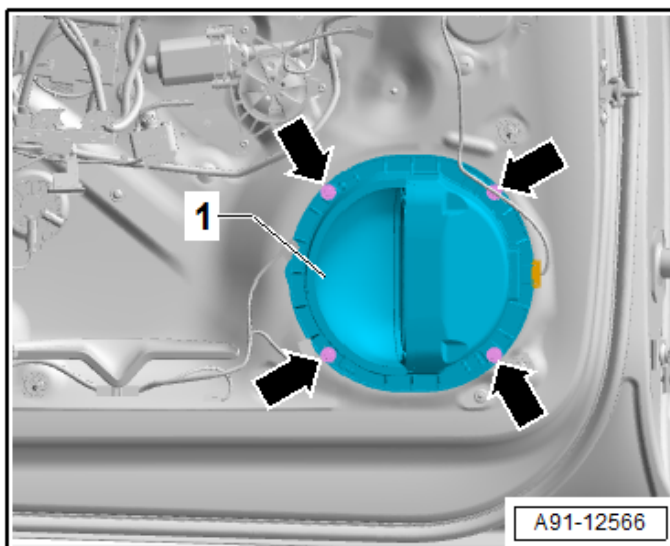
- Pull the door trim panel <1> slightly off the door all the way around.
- Remove the door trim panel upward and disengage it from the door at the window shaft <arrows>.



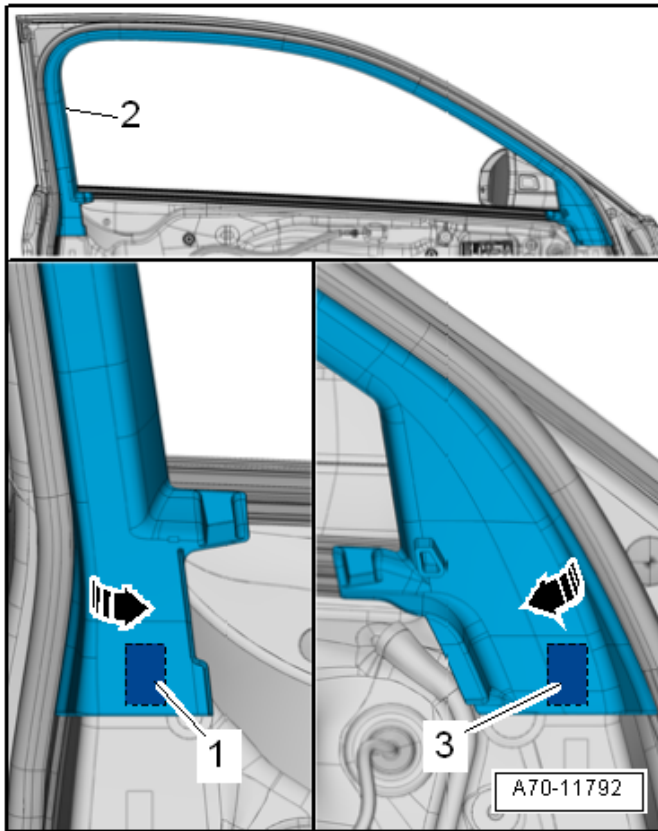
- Disengage the release cable on the door trim panel <3>.
- Unclip the release cable <2> carefully from the interior door mechanism.
- Tilt the release cable inward and disengage the end of the cable <1> on the interior door mechanism.



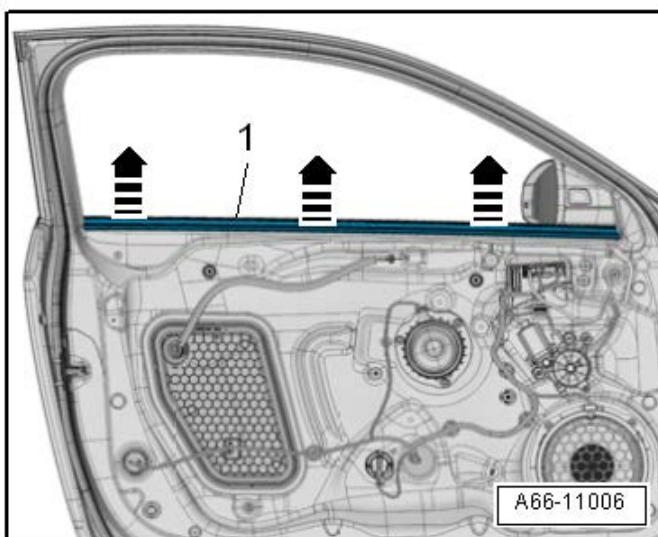
- Disconnect the connectors <1 and 2> from the door control module by pressing the release.
- If equipped: disconnect the connector for the midrange speaker.
- Remove the door trim panel.



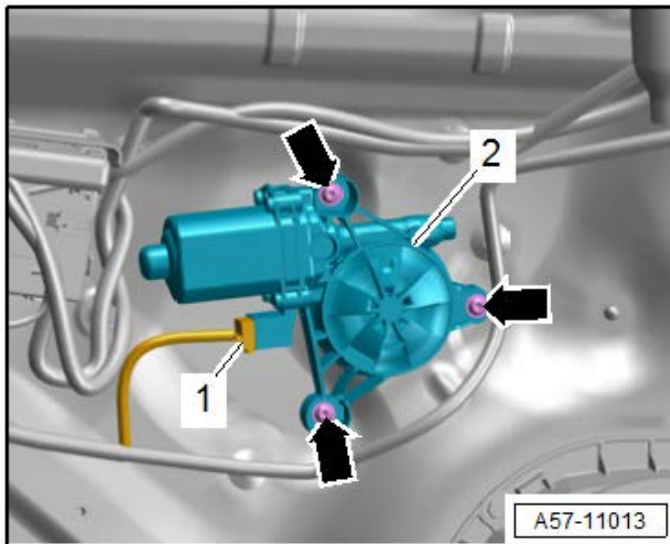
- Release and disconnect the connector from the bass speaker <1>.
- Remove the bolts <arrows> and remove bass speaker from the door.



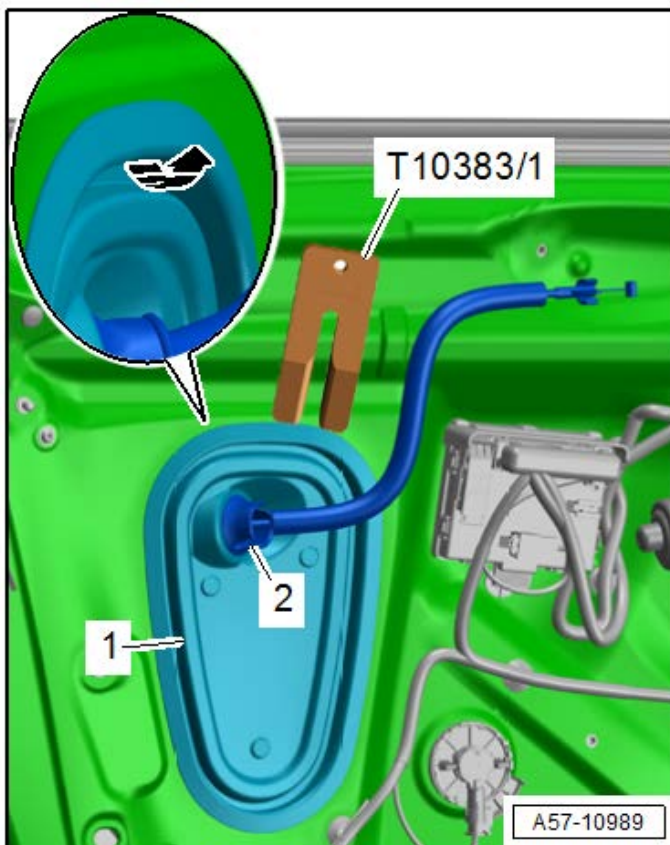
- Loosen the trim panel at the ends of the adhesive pads <1 and 3> from the door using the -3409- trim removal wedge.
- Pry off the window frame trim panel <2> using the -3409- trim removal wedge starting at the bottom and carefully working along the length of the window guide to the top rear in direction of <arrows>.
- Remove the trim panel downward from the window frame.



- Remove the window shaft strip <1> upward <arrows> starting at the rear of the door, working forward.

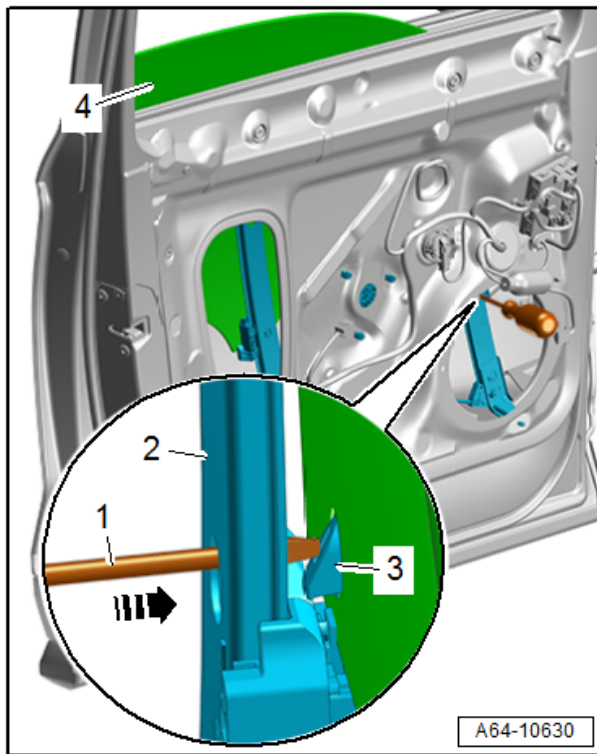


- Disconnect the connector <1> on the window regulator motor.
- Remove the bolts <arrows> and remove the window regulator motor <2> from the window regulator.

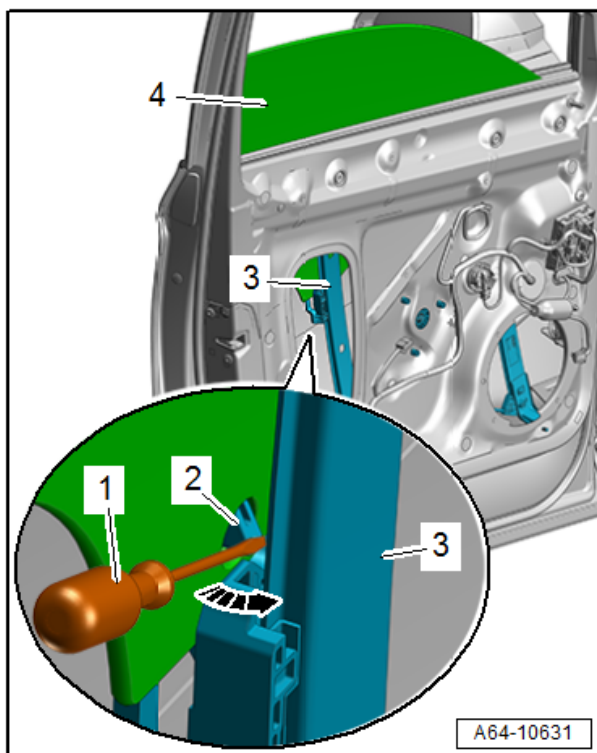


- Pry the door inner cover <1> out of the inner door panel <arrow> using the -T10383/1- trim wedge.
- Disengage the grommet <2> for the door opener operating cable.

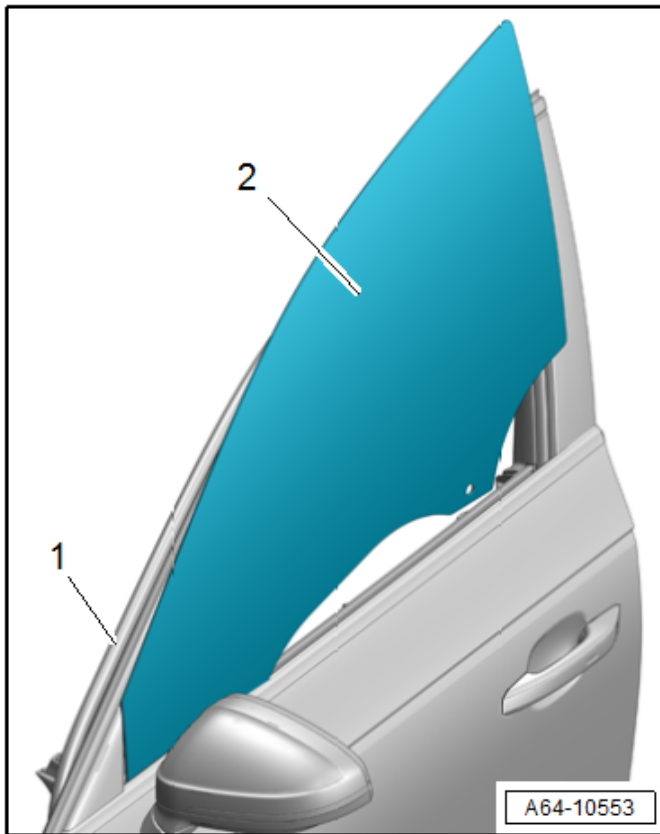




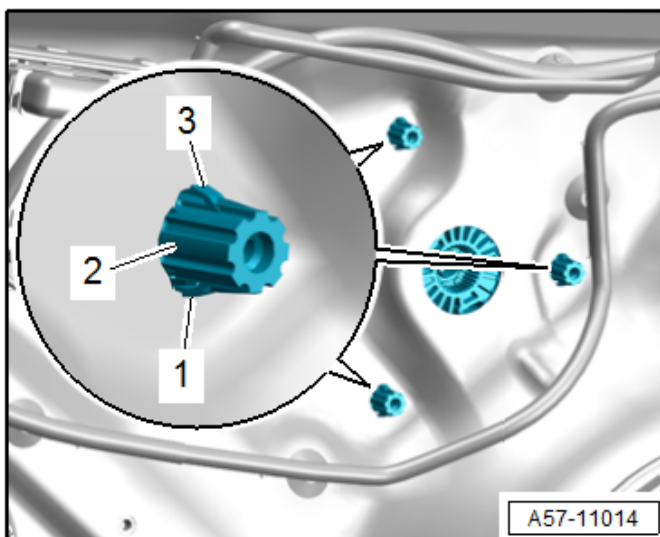
- Move the door window <4> up or down as needed until the driver catch <3> is flush with the opening in the window regulator <2>.
- Release the catch through the opening and through the hole in the door window <arrow> using a screwdriver <1> for example, and at the same time, remove the door window upward from the driver.



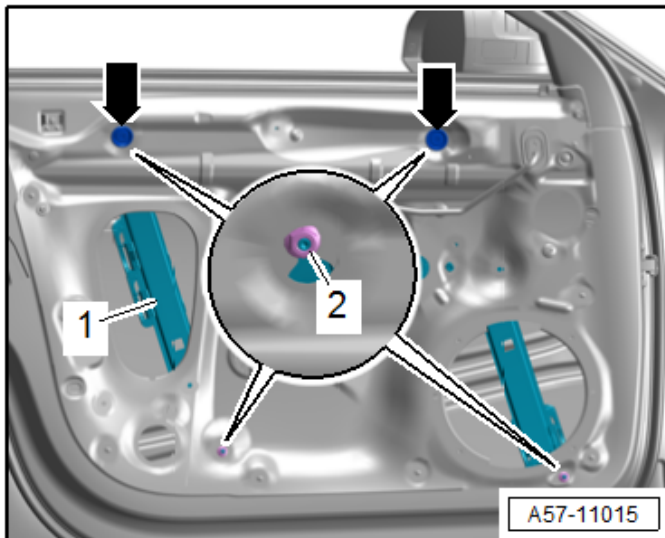
- Guide the screwdriver <1> between the door window <4> and guide rail <3> for the window regulator.
- Release the catch <2> through the hole in the door window <arrow> and at the same time remove the door window upward out of the driver.
- Tip the door window forward at an angle and pull it upward out of the window guide.



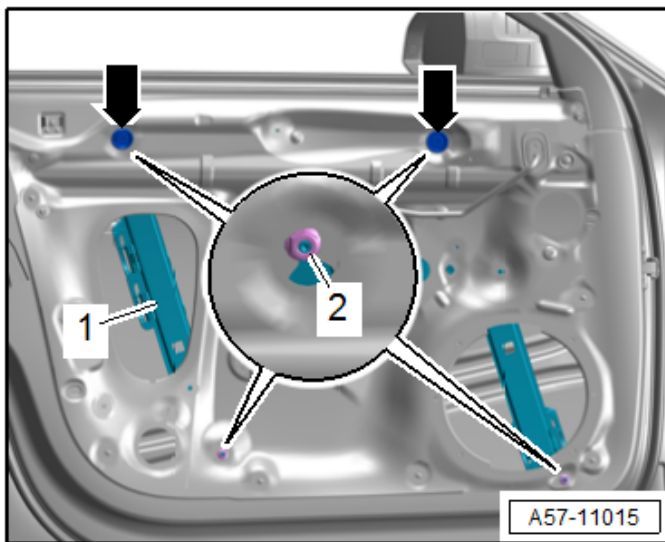
- Tip the door window <2> forward at an angle and pull it upward out of the window guide <1>.



- Release the retainers <1 and 3> on the window regulator threaded pins <2> using an 11 mm socket. To do so, slide the socket onto the threaded pin.
- Unclip the window regulator cable guide.



- Remove the plugs <arrows>.
- Loosen the upper nuts <2> only three turns, and remove the lower nuts.
- Remove the window regulator <1> toward the rear.



### Installing:

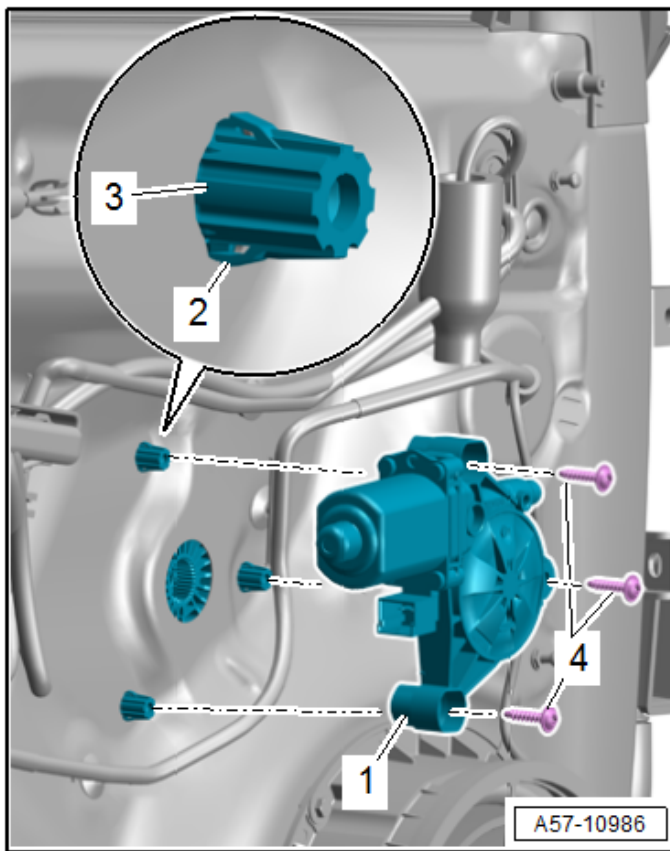
- Install in reverse order of removal and note the following:
- The clips for the window regulator threaded pins must engage audibly in the inner door panel.
- The window regulator cable guide must be clipped into the clip.
- Tighten the nuts <2> to 7.5 Nm.

Quantity	Part Number	Description
1.00	80A.898.461	Window Regulator Kit

### ⚠ IMPORTANT PARTS INFORMATION

The Window Regulator Kit 80A.898.461 contains the following components:

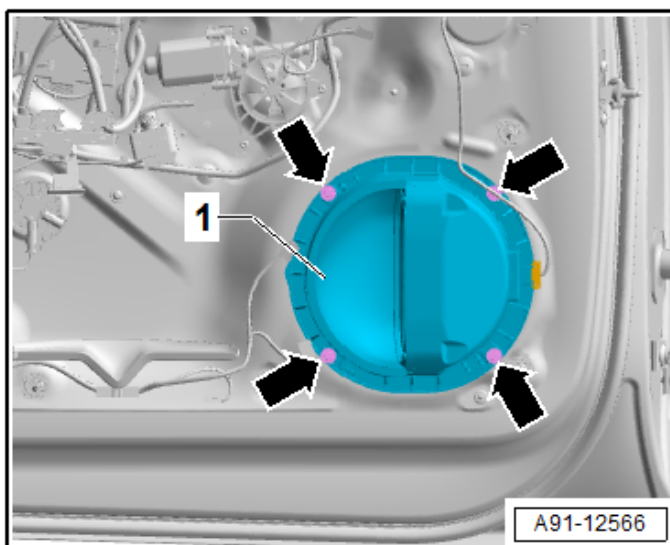
Quantity	Part Number	Description
1.00	80A.837.461.A	Left Window Regulator
1.00	80A.837.462.A	Right Window Regulator



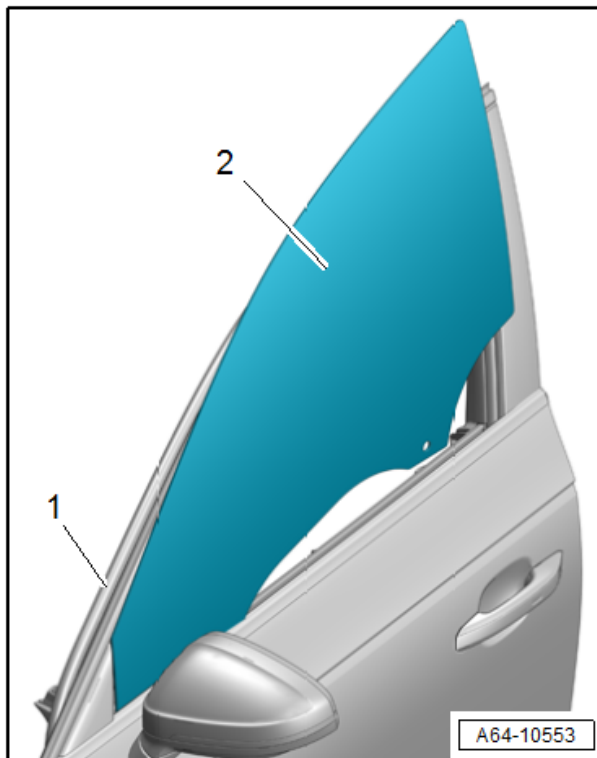
- Install window regulator motor <1> and torque bolts <4> to 3.5 Nm.

**NOTE**

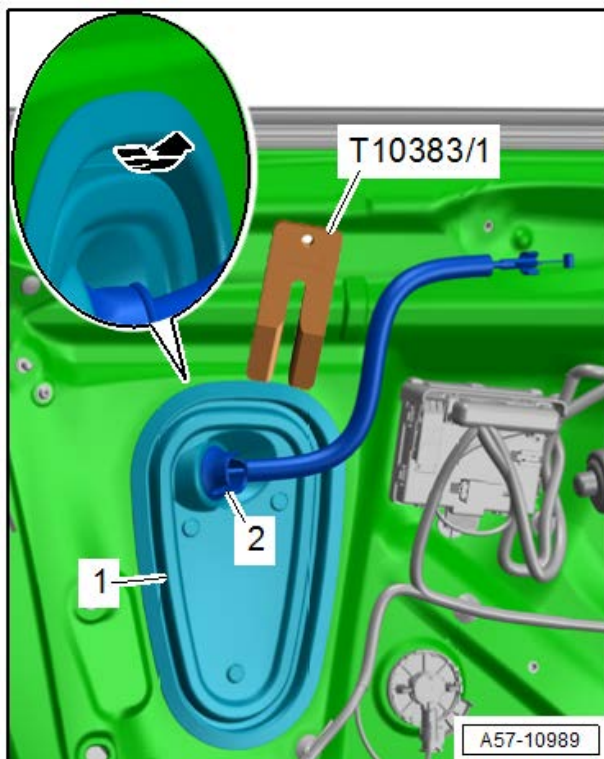
The clips <2> for the window regulator threaded pins <3> must be engaged in the inner door panel.



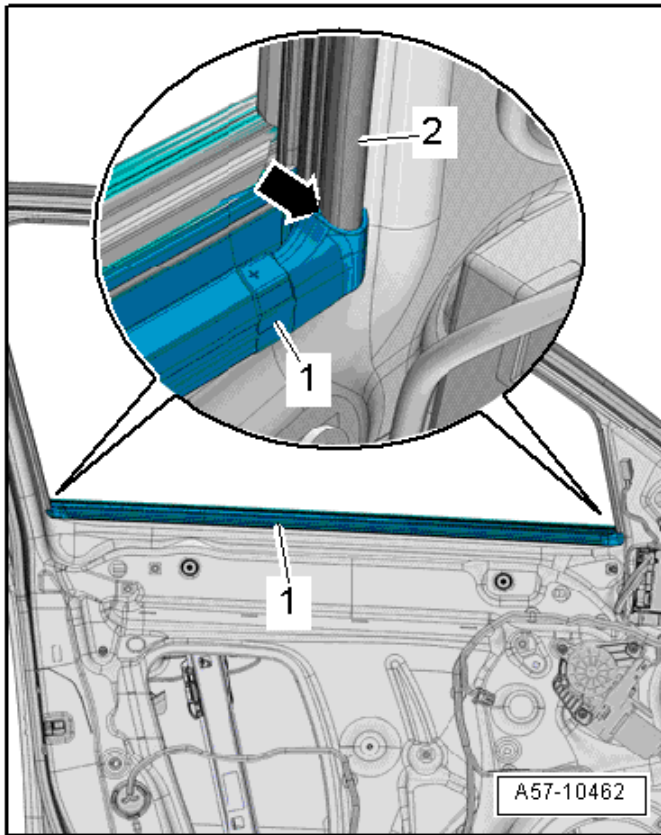
- Install bass speaker and torque bolts <arrows> to 3 Nm.



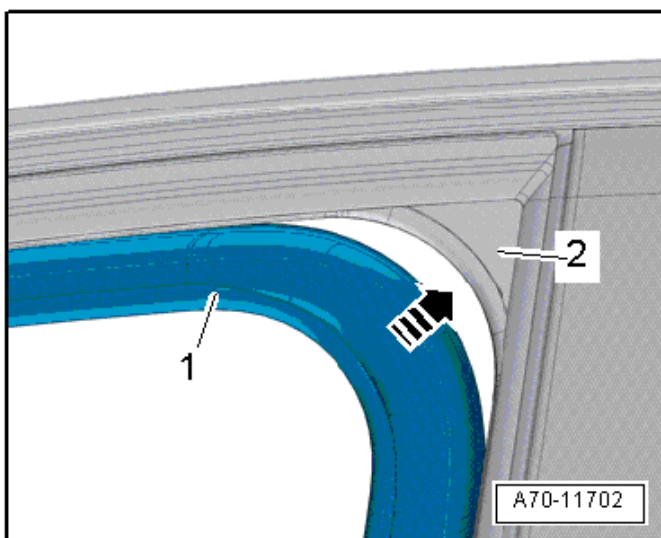
- Insert the door window <2> forward at an angle into the door window guide <1>.
- Align the door window in the front and rear window guides and push the door window downward.
- Press the door window downward into the front and rear drivers.
- Carefully engage both the front and rear drivers into the door window at the same time.
- The door window does not have to be adjusted.



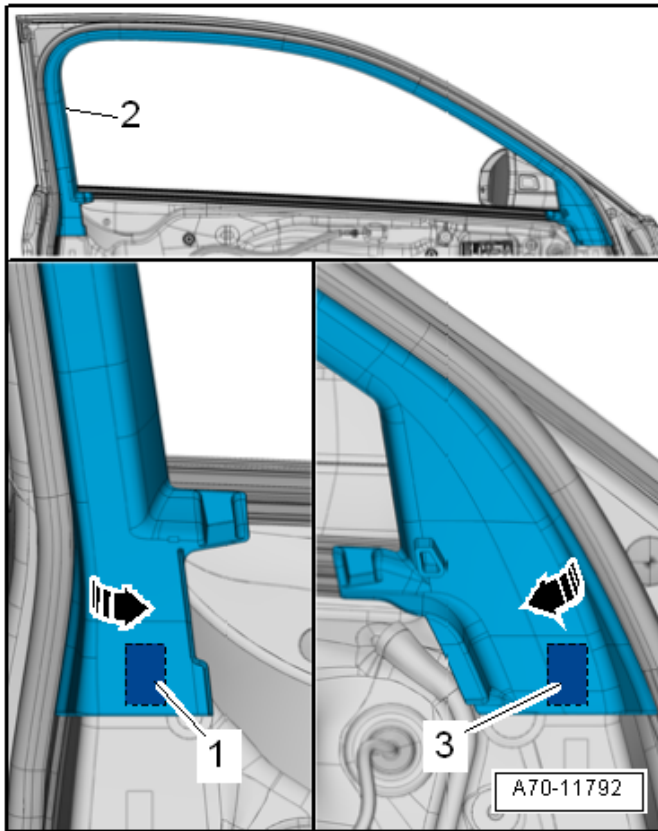
- Push on the door inner cover until it engages audibly.
- Door inner cover must be installed flush.



- Position the window shaft strip <1> on the window guide edge <2> at both ends <arrow> and press to the center of the door fold.



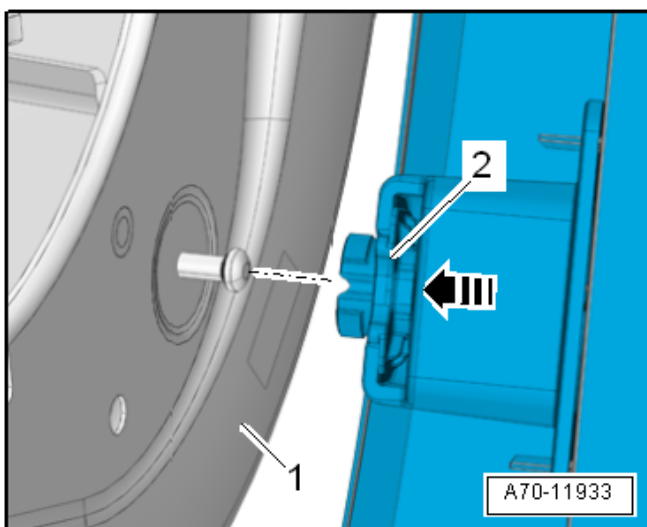
- Insert window frame trim panel <1> at the top back of the window guide <2> in direction of <arrow> using the -3409- trim removal wedge.



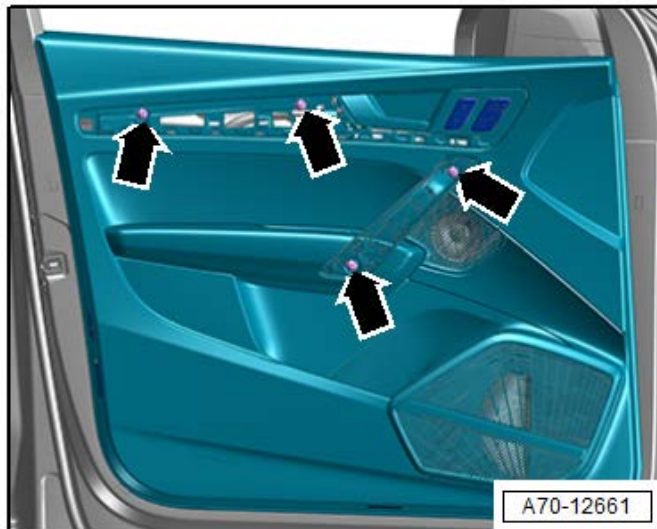
- Install window frame trim panel <2> along the entire length of the window guide.
- Push the trim panel firmly against the door in the adhesive pad area <1 and 3>.

**NOTE**

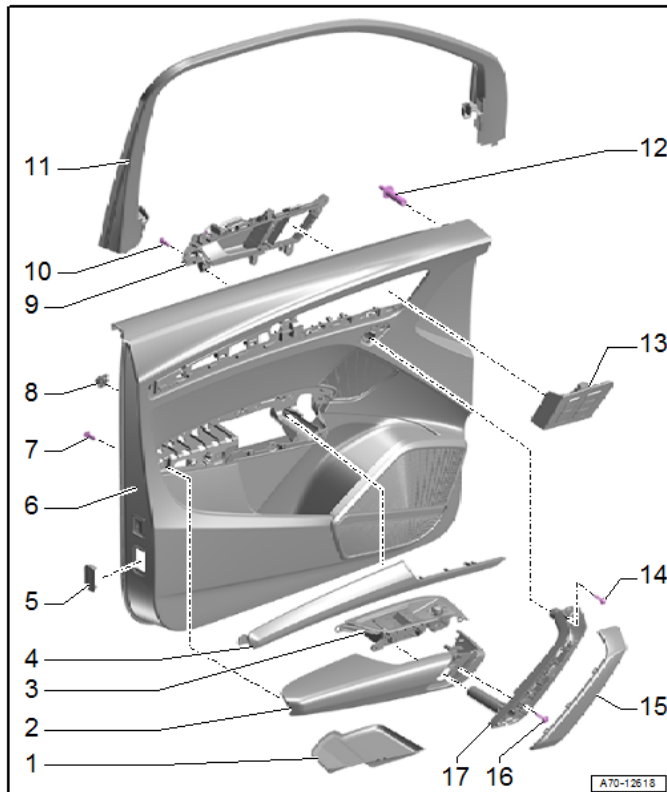
Slowly work the window frame trim panel <1> over the window guide and seal from the inside and the outside making sure that the window seal does not roll under the trim. The window seal must remain in place or the window may bind at the top of its travel.



- Install door panel in reverse order of removal.
- Attach the necessary electrical connections to the required installed components.
- Attach the release cables to their appropriate locations.
- Position the door trim on the window recess and press it down firmly.
- Carefully position the door trim panel clips <2> all around the door <1> and press the door trim panel onto the door until it engages audibly on the mounting points in direction of <arrows>.



- Install bolts <arrows> and torque to 2.5 Nm.



- Install all door panel trim and pull handle trim in reverse of removal. For reference, the chart below lists door panel fastener torque specifications:

- <7> - screw for armrest (quantity = 15) = 1.5 Nm
- <8> - clip for door trim panel (quantity 8) = insert in the trim panel
- <10> - screw for interior door mechanism (quantity = 6) = 1.2 Nm
- <12> - door trim panel stopper = 4.5 Nm
- <14> - screws for door trim panel (quantity = 4) = 2.5 Nm
- <16> - screw for pull handle = 1.2 Nm

**Mirror this procedure on the opposite side of the vehicle and replace the right side window regulator.**

**NOTE**

Not all the fasteners shown above require removal during this procedure.

**All work complete.**



# Technical Service Bulletin



## Warranty

### Claim Entry Instructions

After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action *open on the day of repair* to the repair order.

If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	64F2						
<b>Damage Code</b>	0099						
<b>Parts Vendor Code</b>	002						
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90						
<b>Causal Indicator</b>	Mark Window Regulator Kit* as causal part						
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action						
<b>Criteria I.D.</b>	FY						
	<p>Install Window Regulator Kit.</p> <p>Labor operation: 6452 20 50 80 T.U.</p> <p>And</p> <p>Labor operation: 7059 20 00 60 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>80A 898 461</td> <td>Window Regulator Kit*</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	80A 898 461	Window Regulator Kit*
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1.00	80A 898 461	Window Regulator Kit*					

# Technical Service Bulletin



- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously.*
- Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Entry** For questions regarding claim entry, contact Audi Warranty.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

## Required Parts

Part Number	Part Description	Quantity
80A 898 461	Window Regulator Kit	1

- Properly dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@audi.com](mailto:upperorderlimits@audi.com). Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the **64F2** code open in Elsa. Your order will be reviewed and processed accordingly.

## Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.