



# Technical Service Bulletin

## 55 Various rear lid malfunctions, rear lid to body gap dimensions incorrect

55 20 50 2060901/2 October 22, 2020. Supersedes Technical Service Bulletin Group 55 number 20-49 dated October 15, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2015 - 2018	All	Not Applicable
Q5	2018	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated Claim Types)
1	10/15/2020	Initial publication

### Customer states:

- The rear lid opens or closes with difficulty.
- They also may mention that the rear lid does not appear to be adjusted correctly as the gap at the top of the rear lid to the body is excessive and the clearance between the rear lid and the rear bumper cover appears to be too small (Figures 1 – 2).



**Figure 1.** An out of alignment rear lid.



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**Figure 2.** Excessive rear lid gap.

## Technical Background

On vehicles equipped with power rear lid if an open rear lid is manually forced closed enough leverage is concentrated on the portion of the body structure where the rear lid hinge mounts are located. The structure can be bent in this area before the automatic rear lid drive de-clutches. When this portion of the roof structure is bent the rear lid alignment is then out of specification (Figure 3).



**Figure 3.** Rear lid alignment out of specification after manually forcing closed an open rear lid.



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## Production Solution

The rear lid hinge mount perches have been reinforced with steel plates.

## Service

1. Visually inspect the rear lid hinge mount areas. This distortion issue is likely to be apparent viewing the outer area (Figures 4 -5).



*Figure 4. Rear lid hinge mount distorted.*



*Figure 5. Rear lid hinge mount not flat to the body.*



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2. If the vehicle being repaired is an Q5 order 1 x 80A 827 477 reinforcement plate (left side), 1 x 80A 827 478 (right side) reinforcement plate and 2 x N 907 988 09 nuts (Figure 6).



**Figure 6.** 80A 827 477 (left side) and 80A 827 478 (right side) reinforcement plates and 2 x N 907 988 09 nuts.

3. The vehicle will need to be sent to an Audi authorized collision facility to have the rear lid mounting area straightened. Supply the collision facility with the reinforcement plates and nuts. They will need to install them after the rear lid hinge mounting area is repaired.
4. After the rear lid hinge mounting area is restored to normal, install the reinforcement plates and nuts (Figures 7 – 8). Torque the nuts to 35 Nm.



**Figure 7.** Left side reinforcement plate installation on the Q5.



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**Figure 8.** Right side reinforcement plate installation on the Q5.

5. If the vehicle being repaired is an Q3 order both rear lid hinges according to the VIN of the vehicle being repaired in ETKA. Also order 2 x WHT 007 853 reinforcement plates and 2 x N 905 115 05 nuts.

6. The WHT 007 853 reinforcement plates will need to be modified before installation. Remove the pressed on nut and grind any remaining material that could compromise a flat fit. Make certain to re-coat the bare metal on the reinforcement plates for corrosion protection (Figure 9).



**Figure 9.** WHT 007 853 reinforcement plates modified.

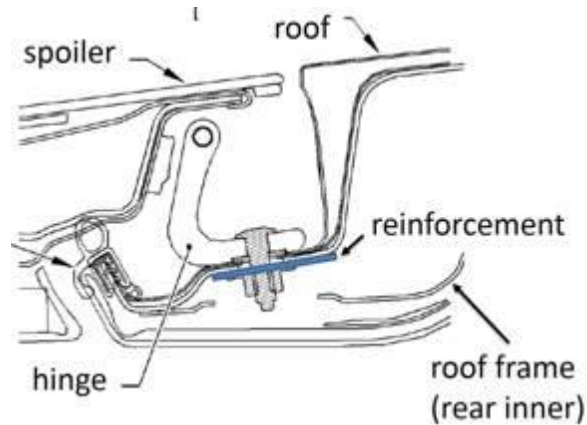
7. The vehicle will need to be sent to an Audi authorized collision facility to have the rear lid mounting area straightened. Supply the collision facility with the rear lid hinges, modified reinforcement plates, and nuts. They will need to paint the rear lid hinges and install the reinforcement plates and nuts after the rear lid hinge mounting area is repaired.



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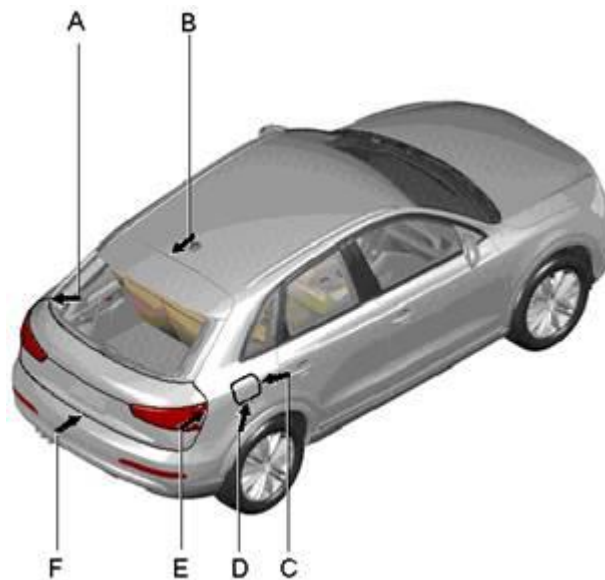
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8. Install the modified reinforcement plates using 2 x N 905 115 05 nuts (Figure 10). Torque the nuts to 35 Nm.

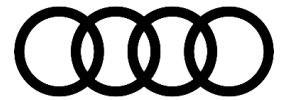


**Figure 10.** Reinforcement location on an Q3.

9. Make any necessary rear lid adjustments to restore the rear lid to the correct fit specifications (Figure 11).



**Figure 11.** Rear lid gap specifications.



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## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	5108		
<b>Damage Code:</b>	0032		
<b>Labor Operations:</b>	Headliner remove and reinstall (vehicle specific)	7084 XXXX	See SRT with associated operations
	Reverse camera adjust	9143 1550	See SRT with associated operations
	Align rear roof crossmember. <i>To be performed at an Audi approved collision facility.</i>	5109 9999	<ul style="list-style-type: none"><li>• 400 TU (Max \$600, A time for overlap with headliner)</li><li>• \$100 max for outside materials</li></ul>
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2060901/2		


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.



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## Required Parts and Tools

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!

Part Number	Part Description	Quantity
80A827477	 Reinforcement plate – Left side	01
80A827478	 Reinforcement plate – Right side	01
N 90798809	 Nut	02





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8U0827299X (part number index according to the VIN in ETKA)	Rear lid hinge left (Q3)	01
8U082730 X (part number index according to the VIN in ETKA)	Rear lid hinge right (Q3)	01
WHT007853 reinforcement plates	 Reinforcement plate	02
N 90511505	 Nut	02

Tool Number	Tool Description
3371	 Gauge – Gap Adjustment

## Additional Information

All parts and service references provided in this TSB (2060901) are subject to change and/or removal.



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