



Technical Service Bulletin

64 Front or rear door window operation slow, binding

64 23 93 2071472/1 September 14, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, and SQ5	2019 – 2023	All	Not Applicable
Q5 e quattro	2020 – 2023		
Q5 Sportback, and SQ5 Sportback	2021 - 2023		

Condition

Customer states:

- The front or rear door window operation is slow / binding.

Workshop findings:

The window guide of the affected door(s) is not installed correctly.

Technical Background

Window guide is not installed correctly.

Production Solution

Not applicable.

Service

1. Remove the door trim panel and the inner door cover of the affected door according to the Elsa Repair Manual and check if the window guide is installed correctly (Figure 1 - 2).



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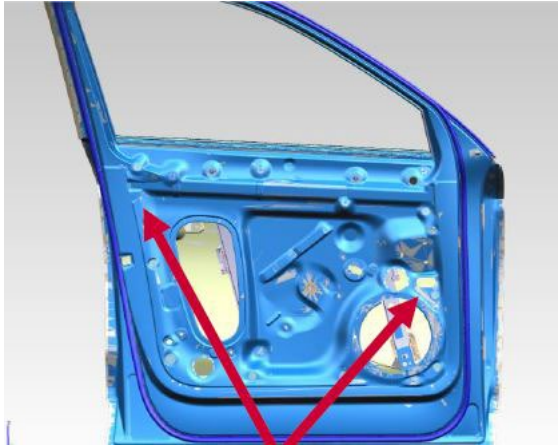


Figure 1. Check window guide for proper installation, damage and contamination/lubrication.

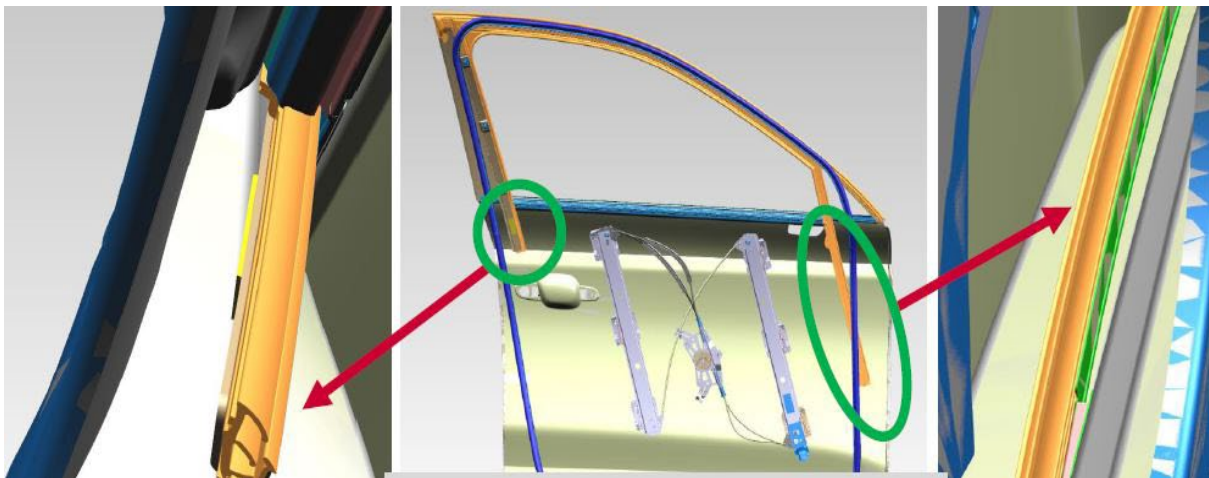


Figure 2. Check window guide for proper installation, damage and contamination/lubrication.

2. If necessary, install the window guide correctly.
3. If the window guide is damaged, replace it according to *Elsa*>>*Repair manual*>>*Body*>>*Body Exterior*>> 57 *Front Doors, Central Locking System or 58 Rear Doors*>> *Door Components*>> *Window Guide, Removing and Installing*.
4. If the window guide is installed correctly and not damaged, clean it using the cleaning solution D 00940104 (or equivalent) and apply special lubricant G 052172A1.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.
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	<ul style="list-style-type: none"> If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	6445 (Front door window guide) or 6465 (Rear door window guide)		
Damage Code:	0017		
Labor Operations:	Front door trim panel remove+reinstall	7059 1900	See SRT with associated operations
	2 Front door trim panel remove+reinstall	7059 2000	See SRT with associated operations
	If front door window guide(s) is(are) damaged:		
	Front door window guide remove+reinstall	6445 1950	See SRT with associated operations
	2 Front door window guides remove+reinstall	6445 2099	210 TU
	and		
	Front door window guide(s) rework	6445 5099	10 TU
	or		
	Rear door trim remove+reinstall	7073 1900	See SRT with associated operations
	2 Rear door trims remove+reinstall	7073 2000	See SRT with associated operations
	If rear door window guide(s) is(are) damaged:		
	Rear door window guide remove+reinstall	6465 1950	See SRT with associated operations
	2 Rear door window guides remove+reinstall	6465 2099	250 TU
	and		




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	Rear door window guide(s) rework	6465 5099	10 TU
Diagnostic Time:	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
Claim Comment:	As per TSB 2071472/1		

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
G 052172A1 (or equivalent)	 Special lubricant	Shop supply



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D 00940104 (or equivalent)	 <p>All purpose cleaner</p>	Shop supply
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Additional Information

All parts and service references provided in this TSB (2071472) are subject to change and/or removal.

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