

# Technical Service Bulletin



## 64 Exterior glass cleaning

64 13 29 2020552/4 August 14, 2013. Supersedes Technical Service Bulletin Group 64 number 12-23 dated August 1, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2003 - 2015	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Required Parts and Tools</i> (Updated part numbers)
3	8/1/2012	Revised header data (Added additional model years)
2	6/9/2009	Revised <i>Required Parts and Tools</i>
1	5/13/2009	Original publication

Windshield is streaked, has a snakeskin appearance, or its surface feels rough.

## Technical Background

Residue from industrial fallout as well as normal road dirt and grime may accumulate on windshield.

## Production Solution

Not applicable.

## Service



**Tip:** This procedure must be performed and verified before replacing wiper blades. All Warranty claims will be rejected if a defect is not found.

1. Wash and dry all affected exterior glass surfaces.
2. Place wipers in service position (Figure 1).



*Figure 1. Windshield wipers in service position.*

3. Using household glass cleaner (such as Windex<sup>®</sup> or 3M<sup>™</sup> Glass Cleaner), clean residue from wiper blades (Figure 2).



**Tip:** Do *not* use 3M<sup>™</sup> Glass Polishing Compound to clean the wiper blades.



*Figure 2. Cleaning wiper blades.*

4. Shake bottle of 3M™ Glass Polishing Compound (Figure 3) to mix product evenly.



**Figure 3.** 3M™ Glass Polishing Compound.

5. Apply cleaner directly to outside of windshield on both driver and passenger sides (Figure 4).



**Figure 4.** Cleaner applied to the windshield.

6. Use a clean, dry microfiber cloth (such as 3M™ Perfect-It™ III Auto Detailing Cloth Yellow) (Figure 5) to vigorously clean windshield with long, horizontal strokes (Figure 6).

Try to avoid applying product to window trim.



Figure 5. Detailing cloths.



Figure 6. Using horizontal strokes to clean the windshield.

7. Allow to dry until a fine film layer (haze) forms.



**Tip:** Drying time is based on ambient temperatures. Temperatures of 60°F (15°C) or lower can extend drying time.

8. Use a garden hose to rinse the windshield. Also rinse any product that was inadvertently applied to the trim (Figure 7).



*Figure 7. Rinsing the windshield.*

9. With a clean, dry microfiber cloth, dry and buff glass to a clean shine (Figure 8).



*Figure 8. Drying the windshield.*

10. With warm water, wet and ring out microfiber cloth. Wipe off any residue that made contact with trim or rubber.

## Warranty

This TSB is informational only and not applicable to any Audi warranty.

## Required Parts and Tools

Part Number	Part Description	Quantity
3M61009	3M™ Glass Polishing Compound (Please order through Service Supplies eStore. Sherwin Williams Drop Ship Program)	1
3M06020	3M™ Perfect-It™ III Auto Detailing Cloth Yellow	1

## Additional Information

All parts and service references provided in this TSB (2020552) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.