



Technical Service Bulletin

64 Creaking noises from front or rear windshield area

64 16 39 2046397/1 December 26, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2016 - 2017	All	Not Applicable

Condition

Creaking noises in the front windshield area on the upper A pillar or on the upper corners of the rear windshield. The noise can occur on the left or right sides of the front and rear windshield.

The guide pins on the upper end of the windscreen and rear window, which are needed in production for positioning, make noises when scraping on the body.

Technical Background

Not applicable.

Production Solution

Not applicable.

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Service

Front windshield

1. If the noise occurs on the windshield in the A pillar area, remove the sun visor and the A pillar trim according to the repair manual. Once you can see the plastic pin and the metal lug which is in the plastic pin as shown in the illustration. Increase the distance between plastic pin and metal lug with a plastic wedge by bending down the metal lug by 1-2mm (Figure 1).

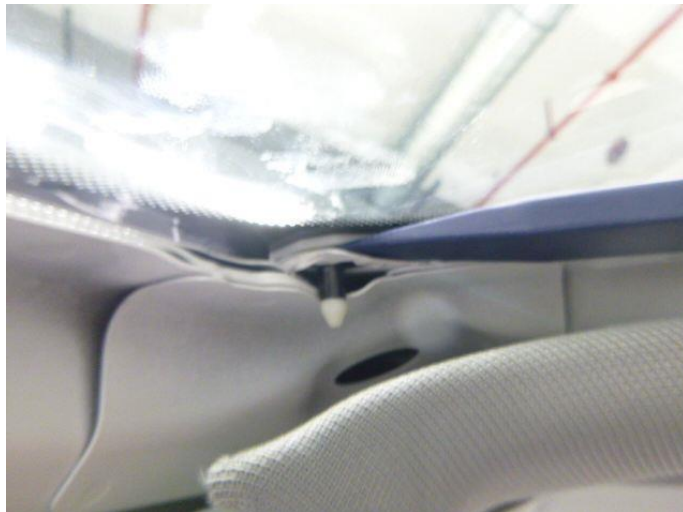


Figure 1. Increase the distance between plastic pin and metal lug.

2. After the repair, check whether the noise is still there by pressing down on the windshield near the guide pin. If the noise is still there, you can increase the distance between plastic pin and metal lug a little more.

Rear windshield

3. If the noise occurs on the rear windshield, remove the trim according to the repair manual, so that you can see the plastic pin and the metal lug which is in the plastic pin.
Increase the distance between plastic pin and metal lug with a plastic wedge by bending down the metal lug by 1-2mm.
4. After the repair, check whether the noise is still there by pressing your hand against the rear windshield near the guide pin. If the noise is still there, you can increase the distance between plastic pin and metal lug a little more.



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Warranty

Claim Type:	<ul style="list-style-type: none"> • Before Delivery: 910 Claim Type. • Up to 6 Months/6,000 Miles: 110 Claim Type. • Between 6 Months/6,000 Miles and 48 Months/50,000 Miles: 1EB Claim Type. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	6414		
Damage Code:	0020		
Labor Operations:	Modify one side, front	5138 4999	10 TU
	Remove and install A pillar trim	7057 1900	30 TU
	Remove and install sun visor	6823 1950	10 TU
	Modify both sides, front	5138 5099	20 TU
	Remove and install 2 A pillar trims	7057 2000	40 TU
	Remove and install 2 sun visors	6823 2099	20 TU
	Modify one side, rear	5317 4999	10 TU
	Remove and install D pillar trim	7069 1900	20 TU
	Modify both sides, rear	5317 5099	20 TU
	Remove and install 2 D pillar trims	7069 2000	30 TU
Diagnostic Time:	GFF or (when applicable) GFF – Checking and clearing fault codes included in existing labor operations	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		



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Claim Comment:	As per TSB #2046397/1
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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.

Additional Information

All parts and service references provided in this TSB (2046397/1) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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