Technical Service Bulletin

70 Noises from headliner/sunroof area

70 17 60 2044417/4 May 17, 2017. Supersedes Technical Service Bulletin Group 70 number 17-58 dated March 8, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017	All	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
4	-	Revised *Service* (Additional noise abatement procedure)
3	03/08/2017	Revised header data (Added all MY 2017)
2	02/10/2017	Revised *Warranty* (Specified claim type)

The customer hears a rattle from the headliner area.

Technical Background

The noises can be caused by movement in the clips that attach the headliner to the sunroof frame or movement between components of the sunroof frame.

Production Solution

Felt material has been added to points of contact in production.

Service

1. Test drive the vehicle (preferably with the customer) and duplicate the noise. Applying pressure to areas of the headliner around the perimeter of the sunroof will eliminate the noise, confirming the root cause.

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2. Remove the headliner. The clips shown in the illustration will need fleece adhesive tape (D 373125A2) (Figure 1).
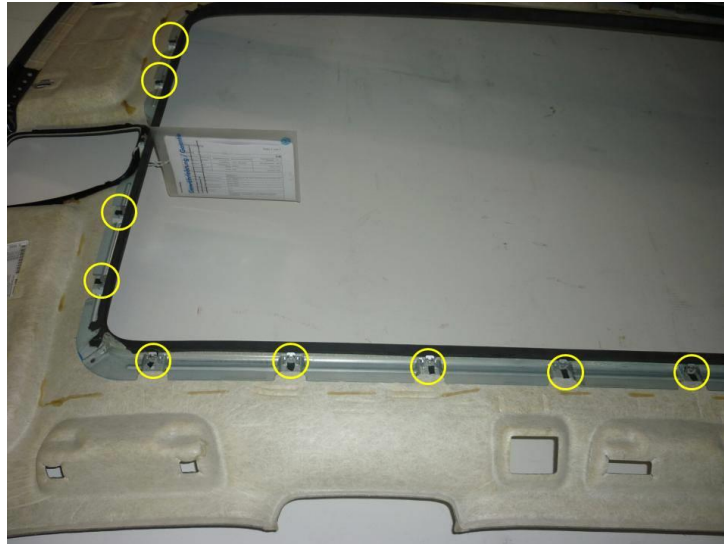

Figure 1. Location of the headliner to sunroof frame clips.

3. Remove the clips and apply the fleece adhesive tape underneath them, as shown (Figure 2).
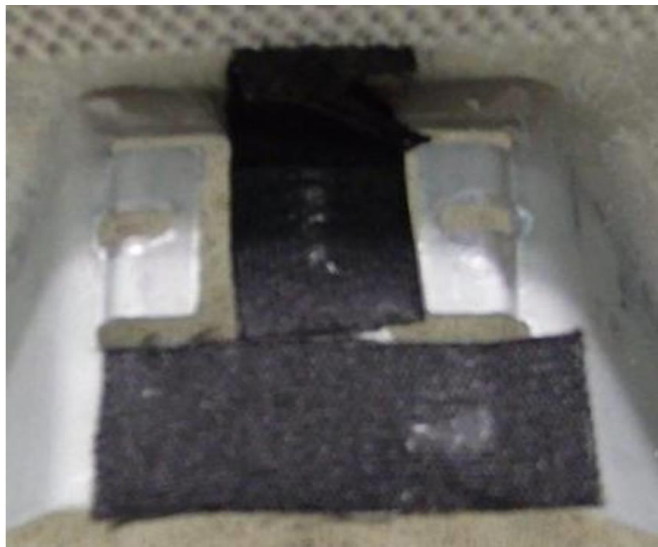

Figure 2. Location of the fleece adhesive tape application.

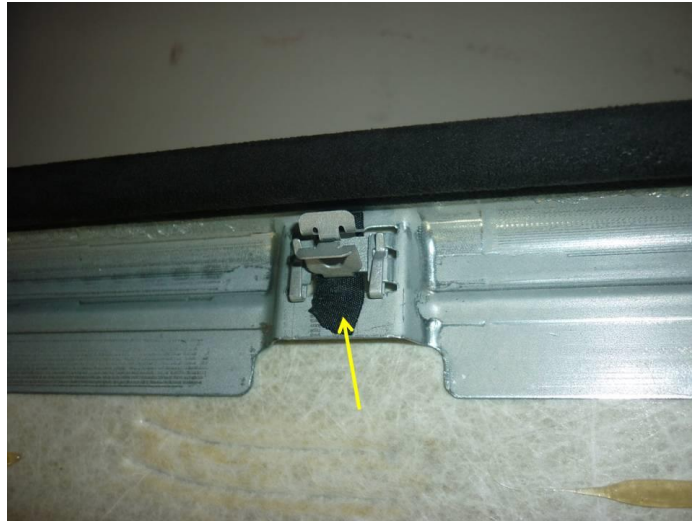# Technical Service Bulletin

4. Reinstall the clips (Figure 3).

Figure 3. *Clips reinstalled.*

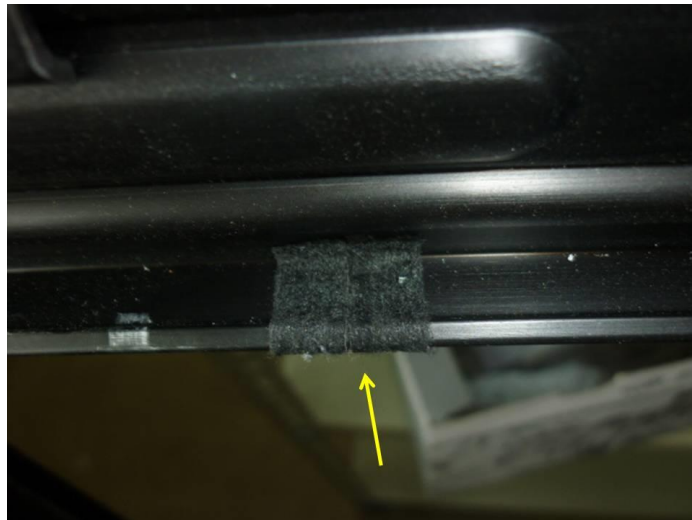5. Apply fleece adhesive tape to the sunroof frame lip at each clipping point (Figure 4).

Figure 4. *Application area on sunroof frame area of clip engagement.*

6. There are two additional points of contact at the front sunroof frame plates that could be a source for noise (Figure 5).

Figure 5. *Areas of the sunroof frame to be isolated with fleece adhesive tape.*

7. Apply fleece adhesive tape between the sections of the sunroof frame plates on both the right and left sides as shown in the illustration (Figure 6).

Figure 6. *Fleece adhesive tape applied between the side and front sunroof frame plates.*

8. Perform a final test drive to confirm that the noise has been eliminated.

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Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7084		
Damage Code:	0020		
Labor Operations:	Headliner remove + reinstall	7084 1900	330 TU
	Apply fleece tape to headliner clips and sunroof frame plates	7084 9999	40 TU
Diagnostic Time:	GFF	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)		
Claim Comment:	As per TSB #2044417/4		

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

Part Number	Part Description	Quantity
D 373125A2	 Fleece Adhesive Tape	0.1

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Additional Information

All parts and service references provided in this TSB (2044417) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.