



Technical Service Bulletin

70 Noises from headliner/sunroof area

70 17 65 2044417/7 November 1, 2017. Supersedes Technical Service Bulletin Group 70 number 17-64 dated September 20, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 allroad, Q7	2017 - 2018	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised <i>Service</i> (Updated step 7 with a clearer image for tape location)
6	09/20/2017	Revised header (Added MY 2018 Q7 and MY 2017 – 2018 allroad)
5	05/30/2017	Revised <i>Service</i> (Updated required tape material) Revised <i>Required Parts and Tools</i> (Updated part number)

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 webbing adhesive tape (D 004350A2) (Figure 1).

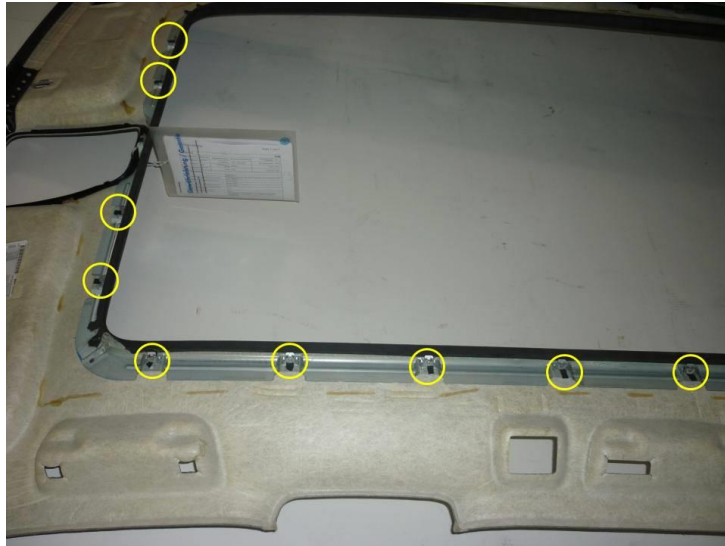


Figure 1. Location of the headliner to sunroof frame clips.

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

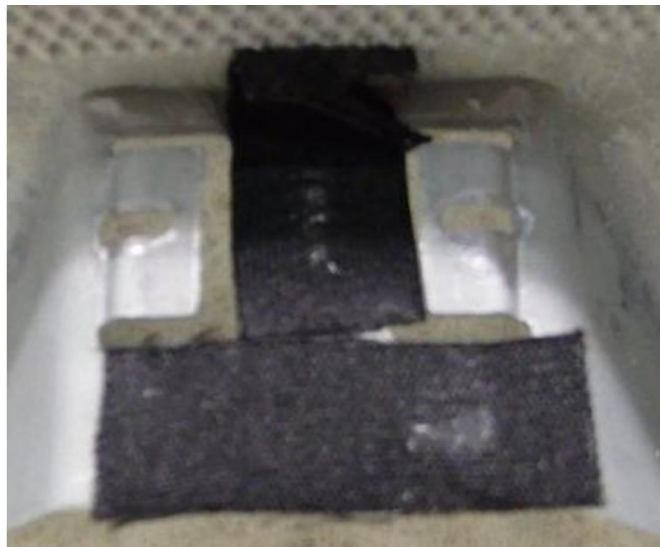


Figure 2. Location of the webbing adhesive tape application.



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4. Reinstall the clips (Figure 3).

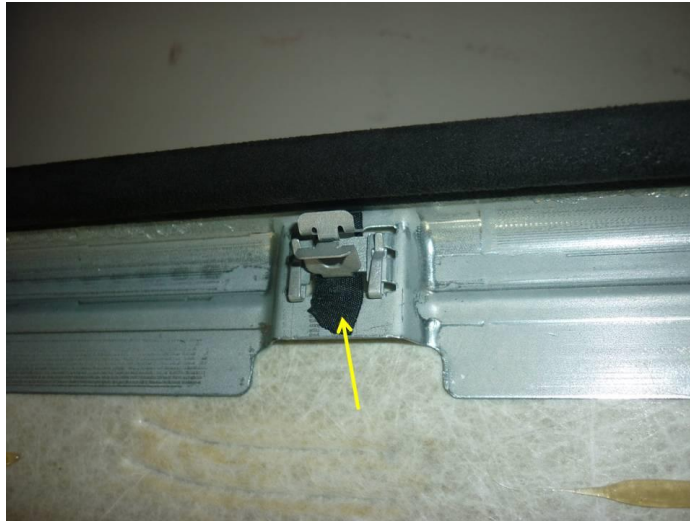


Figure 3. Clips reinstalled.

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

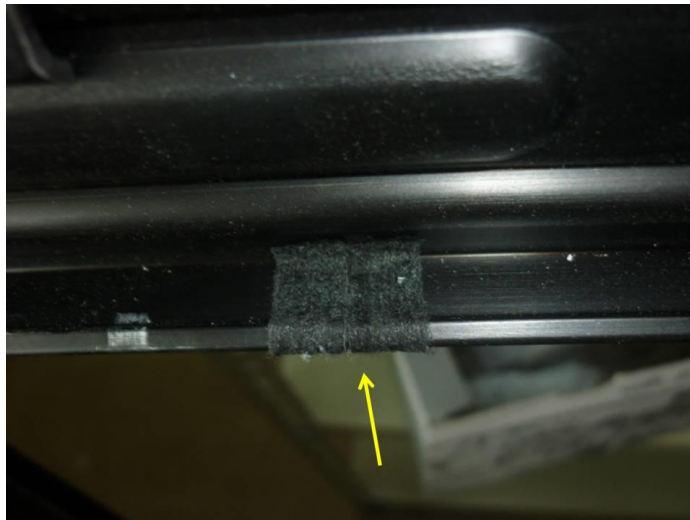


Figure 4. Application area on sunroof frame area of clip engagement.



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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 webbing adhesive tape.

7. Apply webbing 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. Webbing 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:	<ul style="list-style-type: none">• 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 - Allroad	7084 1910	360 TU
	Headliner remove + reinstall – Q7	7084 1900	330 TU
	Apply fleece tape to headliner clips and sunroof frame plates	7084 9999	30 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 #2044417/7		

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

Part Number	Part Description	Quantity
D 004350A2	 Webbing Adhesive Tape	0.1

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.

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