



# Technical Service Bulletin

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## 60 Panoramic sunroof noises

60 19 37 2054203/3 November 18, 2019. Supersedes Technical Service Bulletin Group 60 number 19-34 dated August 9, 2019 for reasons listed below.

| Model(s) | Year | VIN Range       | Vehicle-Specific Equipment |
|----------|------|-----------------|----------------------------|
| Q7       | 2017 | All             | Not Applicable             |
| Q7       | 2018 | 000001 - 044739 | Not Applicable             |

## Condition

| REVISION HISTORY |            |  |
|------------------|------------|--|
| Revision         | Date       | Purpose  |
| 3                | -          | Revised <i>Warranty</i> (Updated Claim Type)                         |
| 2                | 08/09/2019 | Revised <i>Required Parts and Tools</i> (Added sunroof panel screws) |
| 1                | 03/07/2019 | Initial publication  |

### Customer states:

- Noises are heard in the panoramic sunroof particularly while driving over rough roads. These noises occur mainly when the sunroof glass panel is closed.

## Technical Background

The panoramic sunroof drive mechanism may be inadequately lubricated or not lubricated at all.

## Production Solution

The lubrication strategy and amount corrected in production.



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## Service

The sunroof mechanism on the Q7 (model 4MB) is maintained using a cleaner and lifetime lubricant unique to the sunroof frame on this Q7 model compared to the previous Q7 model.



*Figure 1. All purpose cleaner: G 065 567 A2.*



*Figure 2. Special lubricant: G 060 567 A2.*



### Note:

The only maintenance materials approved for use on the sunroof frame are the cleaner and lubricant specified above. Alternative cleaners and lubricants used on this sunroof mechanism may cause permanent mechanical damage and worsen the level of noise from the sunroof mechanism.

If the sunroof mechanism has been lubricated with an unapproved lubricant it must be thoroughly cleaned off of the mechanism components using the cleaner G 065 567 A2 and lubricated with the approved lubricant G 060 567 A2.

1. Remove the front glass panel using the procedure specified in the repair manual. The mechanism can be moved slightly towards the rear for better access to the areas that require lubrication.



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2. Figure 3 shows the left slide and tilt mechanism. The upper left arrow points to the front of the vehicle. The lower arrow points to the first mounting point of the glass panel.



**Figure 3.** The left side of the slide and tilt mechanism.



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3. There is a lug under the first mounting point (Figure 4, red arrow). This point has to be lubricated with G 060 567 A2 lubricant.



*Figure 4. Lug to be lubricated on slide and tilt mechanism.*



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4. Figure 5 and 6 shows the right slide and tilt mechanism from the inside. The groove indicated by the red arrow should be lubricated with G 060 567 A2 lubricant.



**Figure 5.** The groove in the slide and tilt mechanism.



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**Figure**

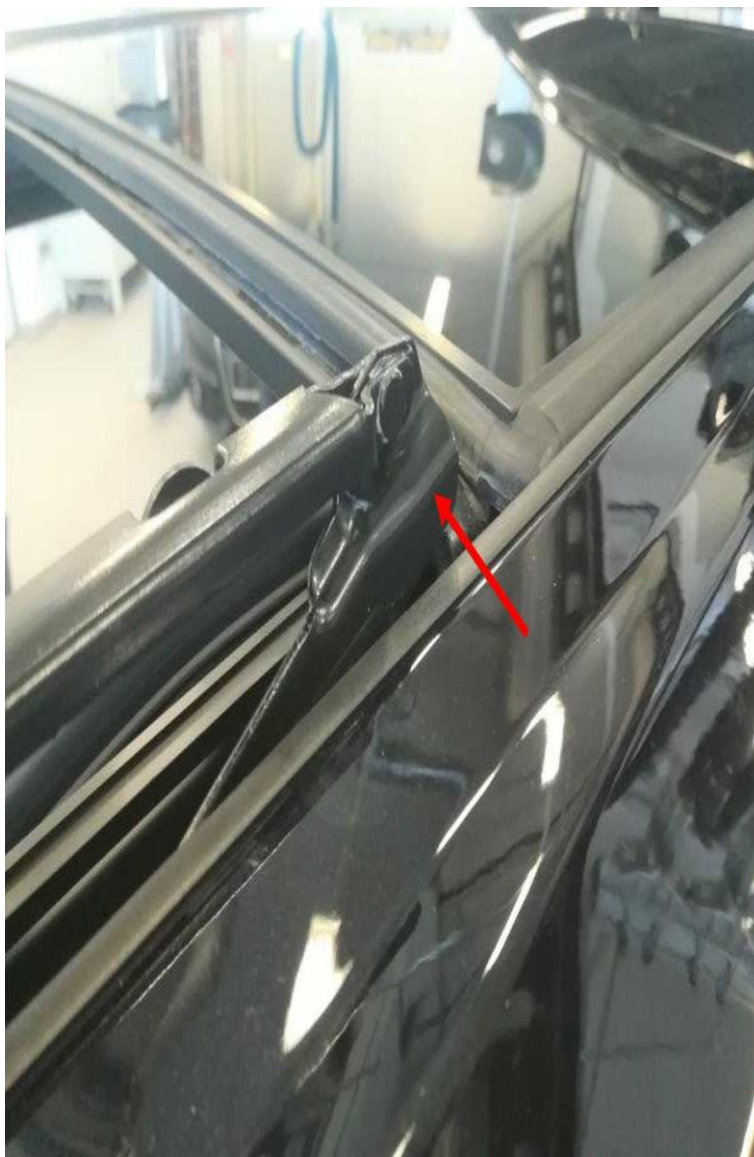
**6.** *Lubricating the groove in the slide and tilt mechanism.*



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5. Figure 7 and 8 shows the rear section of the left side and tilt mechanism that must be lubricated with G 060 567 A2 lubricant. The outer area of this bracket will be lubricated (see red arrow).



*Figure 7. Section of slide and tilt mechanism to be lubricated.*



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**Figure 8.** *The bracket after lubrication.*

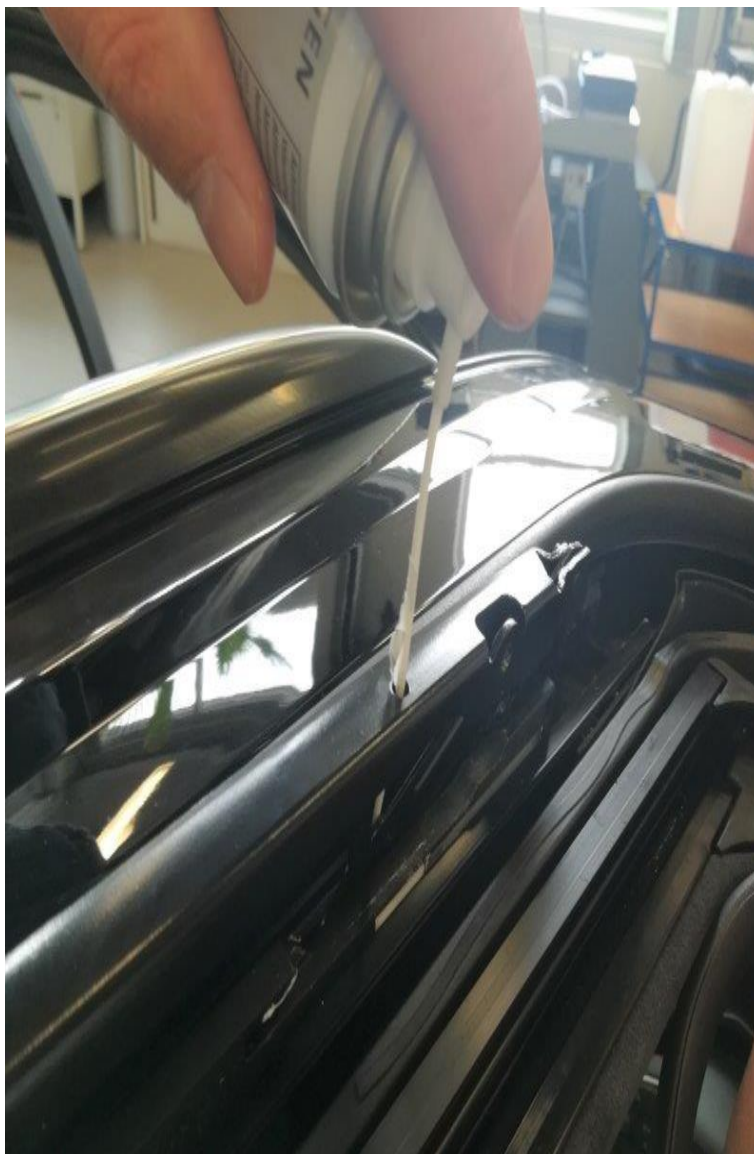




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6. Figure 9 and 10 shows the left front slide and tilt mechanism. The channel that must be lubricated can be accessed with the spray tube through the first hole in the arm as shown.



**Figure 9.** Accessing the channel through the arm of the slide and tilt mechanism.



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**Figure 10.** Close up view of the lubrication of the channel under the arm of the slide and tilt mechanism.



**Note:**

**Perform this procedure to both sides of the sunroof slide and tilt mechanism.**

7. Reinstall and adjust the front glass panel using the procedure specified in the repair manual. Fully open and close the glass panel at least twice. Finally, perform a basic setting adaptation on the sunroof drive system.



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## Warranty

|                          |   |              |         |
|--------------------------|---|--------------|---------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |         |
| <b>Service Number:</b>   | 6035  |              |         |
| <b>Damage Code:</b>      | 0020  |              |         |
| <b>Labor Operations:</b> | Glass tilting roof panel remove and reinstall   | 6039 1900    | See SRT |
|                          | Perform lubrication of slide and tilt mechanism – right and left sides  | 6029 9999    | 10 TU   |
| <b>Diagnostic Time:</b>  | GFF   | No allowance | 0 TU    |
|                          | Road test prior to service procedure  | 0121 0002    | 10 TU   |
|                          | Road test after service procedure   | 0121 0004    | 10 TU   |
| <b>Claim Comment:</b>    | As per TSB #2054203/3   |              |         |



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

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!

| Part Number | Part Description  | Quantity |
|-------------|---|----------|
| G 065567A2  | <br>All-purpose cleaner | 0.3      |
| G 060567A2  | <br>Special lubricant  | 0.3      |



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|           |  |               |
|-----------|--|---------------|
| 4M0898057 | 1 set of securing parts for glass panel – front and rear           | 01            |
| See ETKA  | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |

## Additional Information

All parts and service references provided in this TSB (2054203) are subject to change and/or removal.

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