



Technical Service Bulletin

60 Rattle noise near the central roof area

60 19 38 2054270/5 December 20, 2019. Supersedes Technical Service Bulletin Group 60 number 19-35 dated August 19, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2019 - 2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Warranty</i> (Added Diagnostic Time)
4	08/19/2019	Revised header (Added MY 2020) Revised <i>Service</i> (Refined work procedure) Revised <i>Warranty</i> (Division of claiming instructions based on repair) Revised <i>Required Parts and Tools</i> (Updated Part Numbers)
3	06/12/2019	Revised <i>Warranty</i> (Updated Claim Types) Revised <i>Required Parts and Tools</i> (Updated Quantity)

Customer states:

- There is a rattling noise that sounds like it is coming from the central roof area or from the back of the sunroof assembly. This occurs mainly on rough roads.

Technical Background

There are a number of issues as opposed to a singular cause that contributes to the creation of noises in the Panoramic sunroof in the A6.

Production Solution

Several improvements have been implemented in production to abate noises in the Panoramic sunroof. Each improvement has been implemented at different times in the solution process. As a consequence, the repairs described in this TSB may not be necessary as the improvement may have already been implemented. Ensure that all of the solutions described here have been addressed.



Technical Service Bulletin

Service



Note:

These repairs are to be completed on both the left and right side of the assembly.

1. Remove the glass sunroof panel using the repair manual instructions.
2. Close the roller shade by about 20cm (Figure 1).

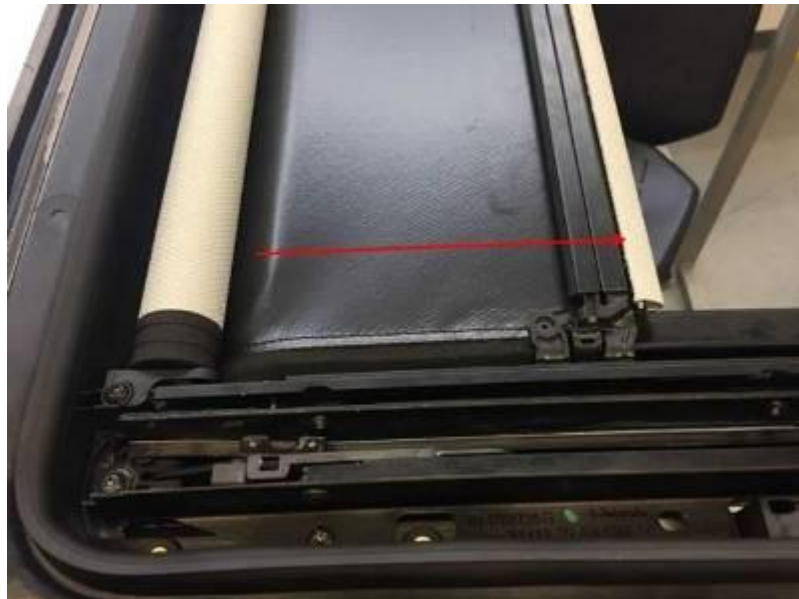


Figure 1. Closing the roller shade.



Technical Service Bulletin

3. Loosen the roller shade from the drive cable and push the material back until the bolts are exposed, then remove the bolts completely (Figures 2 -5).

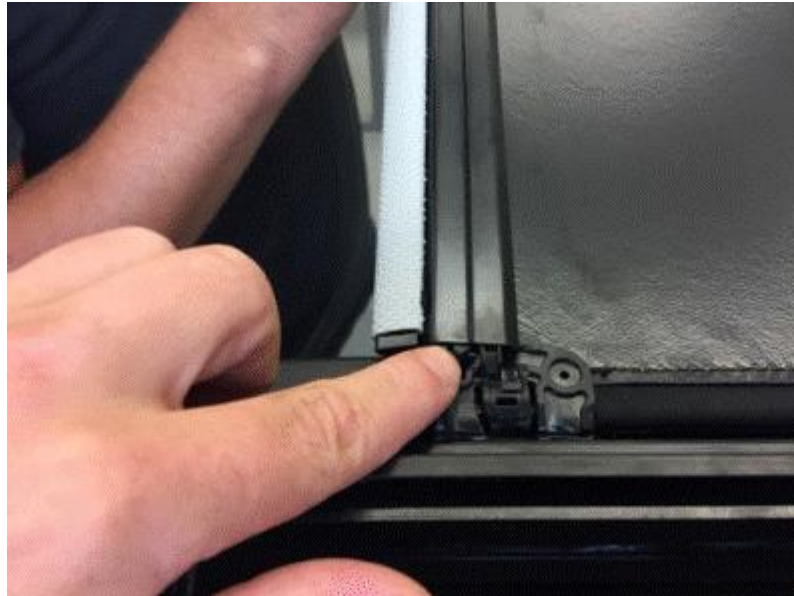


Figure 2. Move the beam off of the drive laterally.



Figure 3. Beam removed from the drive.



Technical Service Bulletin



Figure 4. Push the material back to expose the bolts.



Figure 5. Remove the bolts.



Technical Service Bulletin

4. Remove the roller shade by sliding it backward and clean the mounting points as shown in Figure 6 and 7. Use the cleaning solution D 009 401 04 or equivalent surface preparation solvent (e.g. isopropyl alcohol or adhesion promoter) to prepare the surfaces for adhesive backed felt strip material.



Figure 6. Slide roller shade backward.



Technical Service Bulletin



Figure 7. Areas to clean using cleaning solution D 009 401 04.

5. Push down on the roller shade pan and starting from the bottom of the guide rail, wrap the areas shown in figure 8 with sections of felt tape 000 979 950 and fold them forward and over to the top of the guide rail such that both the top and bottom of the tabs are isolated (Figure 8 and 9).





Technical Service Bulletin

Figure 8. Applying felt tape.



Figure 9. Apply felt tape on points shown. The tops and bottoms of the tabs must be isolated.

6. Apply thread locker to the screw hole shown in figure 10. Reinstall the bolts to the roller shade and torque to 3Nm.



Figure 10. Apply thread locker in this area.



Technical Service Bulletin



Figure 11. Torque screws to 3Nm.

7. On the front of the sunroof guide rail, loosen that bolt a few turns but do not remove the screw completely.

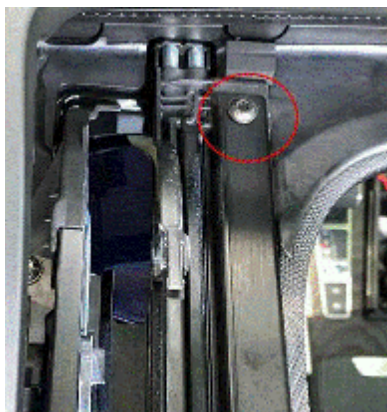


Figure 12. Loosen the bolt a few turns but do not remove the screw completely.



Technical Service Bulletin

- Lift the guide rail slightly using a plastic wedge. Place a 20mm x 20mm section of felt strip material 533 867 910 A between the guide rail and the frame as shown in figure 13. The backing for the adhesive side must be removed and the felt tape section adhered before the screw is tightened. Reinstall the screw and tighten to 5Nm. (Figure 8).



Figure 13. Isolation of guide rail and frame by the installation of a section of felt strip material.

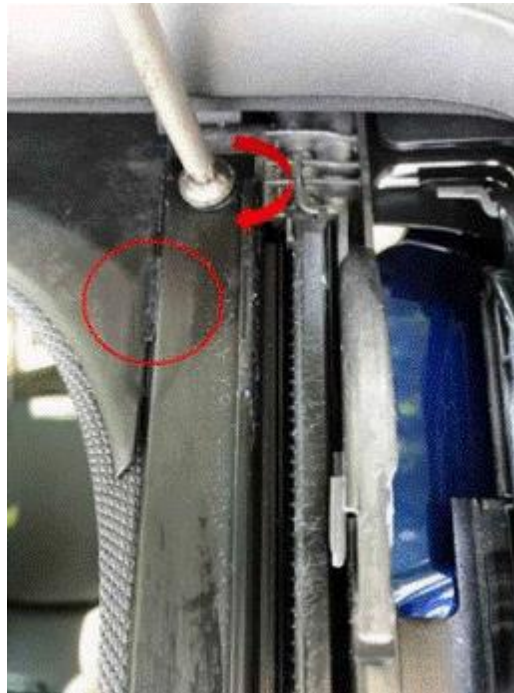


Figure 14. Tightening of the screw with the felt strip material isolating the guide rail and the frame.



Technical Service Bulletin

9. Measure and mark the center of the glass sunroof panel structure shown in figure 15. Clean this area with cleaning solution D 009 401 04 or equivalent surface preparation solvent (e.g. isopropyl alcohol or adhesion promoter) to prepare the surfaces for adhesive backed felt strip material. Apply a 20mm x 20mm section of adhesive felt strip material 533 863 288 A to this central area of the glass sunroof panel structure as shown in figure 16 and 17.



Figure 15. Area of sunroof glass panel structure to be prepared.

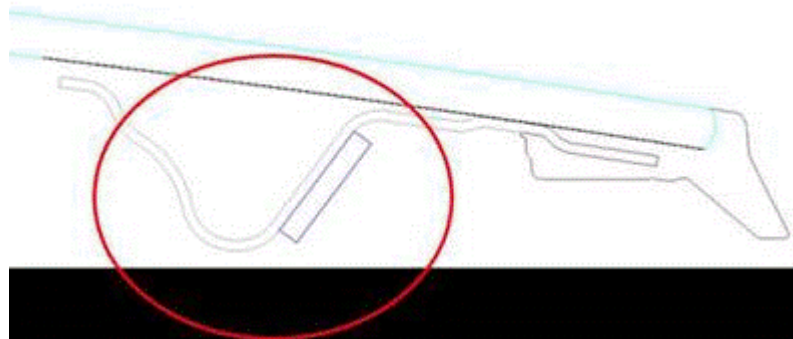


Figure 16. Affix adhesive felt strip material to the area shown.



Technical Service Bulletin

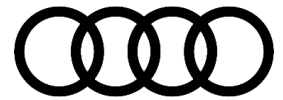


Figure 17. Adhesive felt strip material affixed to the center area of sunroof glass panel structure.

10. Reassemble all components loosened or removed to perform these repairs. Make any necessary adjustments to the sunroof glass panel according to the specifications in Elsa, *Body >> Body Exterior >> 60 Sunroof >> Sliding Sunroof >> Glass Panel, Adjusting*. Reestablish, if necessary, all basic settings to the sliding roof and roller shade electronics.

Warranty

Claim Type:	Lubricant & cleaning solution only:
	<ul style="list-style-type: none">• 110 up to 6 Months/6,000 Miles.• 1EB over 6 Months/6,000 Miles up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.• Mark labor as causal.
	Fasteners, bolts, nuts or screws AND lubricant & cleaning solution:
	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.



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	<ul style="list-style-type: none"> • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. • Mark fastener, bolt, nut or screw as causal. 		
Service Number:	Roller shade or guide rail repair: 6028 Glass sunroof panel repair: 6039		
Damage Code:	0020		
Labor Operations:	Roller shade repair:		
	Glass tilting roof panel remove + reinstall	6039 1900	See SRT
	Sun shade removal + reinstall	6070 1950	See SRT
	Isolate points of contact in roller shade	6028 9999	20 TU
	Guide rail repair:		
	Glass tilting roof panel remove + reinstall	6039 1900	See SRT
	Sun shade removal + reinstall	6070 1950	See SRT
	Isolate points of contact in the guide rail	6035 9999	10 TU
	Glass sunroof panel repair:		
	Glass tilting roof panel apply felt material	6039 9999	05 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2054270/5		

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.



Technical Service Bulletin

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
533863288A	 Adhesive felt strip	Shop Supply
533867910A	 Felt Strip	Shop Supply
000979950	 Webbing Adhesive Tape	Shop Supply



Technical Service Bulletin

<p>D 00940104 or equivalent surface preparation solvent (e.g. isopropyl alcohol or adhesion promoter).</p>	 <p>Cleaning Solution</p>	<p>.01</p>
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Additional Information

All parts and service references provided in this TSB (2054270) are subject to change and/or removal.

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