



Technical Service Bulletin

64 Faint images appear on the windshield

64 20 72 2047061/2 April 9, 2020. Supersedes Technical Service Bulletin Group 64 number 17-40 dated March 2, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2013 - 2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added MY 2020 and 2021)
1	03/02/2017	Initial publication

Customer states:

- At certain sunlight entry angles or with fog on the inside of the windshield faint images can be seen. The images vary from production sticker afterimage or an image of the suction cups used to install the windshield in production.

Technical Background

Residue from suction cups or labels can transfer to the glass and, while not visible under normal conditions, can be seen under certain lighting or moisture conditions (Figure 1).



Figure 1. Faint images on the window.



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Production Solution

Not applicable.

Service

This residue can be removed using the cleaning cloth (Figure 2) from the window seal set D 096 330 A2. Apply moderate pressure while cleaning.



Figure 2. Cleaning cloth from the D 096 330 A2 window seal set.

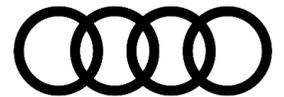


Note:

Only use the cleaning cloth. Do not use the applicator that is included in this kit for this purpose.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6414		
Damage Code:	0030		
Labor Operations:	Clean residue from inside of the glass	6414 9999	30 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2047061/2		



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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.

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
D 096330A2	 Window Seal Set	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 (2047061) are subject to change and/or removal.

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