



# Technical Service Bulletin

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## 60 Noises in the sunroof mechanism

60 20 41 2050904/3 May 6, 2020. Supersedes Technical Service Bulletin Group 60 number 18-23 dated December 5, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2018	000001 - 050429	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (Updated Claim Type)
2	12/05/2018	Revised <i>Service</i> (Added Steps 4-9) Revised <i>Warranty</i> (Updated Labor Operations and Claim Type)
1	03/29/2018	Initial publication

### Customer states:

- Various squeaks, noises, or rattles are heard in the sunroof area. The noises are more easily heard when the sunroof is in the fully closed or tilted position. If the sunroof is fully open, there is no noise.

## Technical Background

During a certain production period, the sunroof mechanism sliding rails were contaminated with a lubricant incompatible with the approved lubricant. When the correct approved lubricant was applied to these contaminated areas the correct lubricant did not adhere to these areas. These areas were then susceptible to noises when in contact with adjacent components of the sunroof mechanism.

## Production Solution

The production process was corrected.



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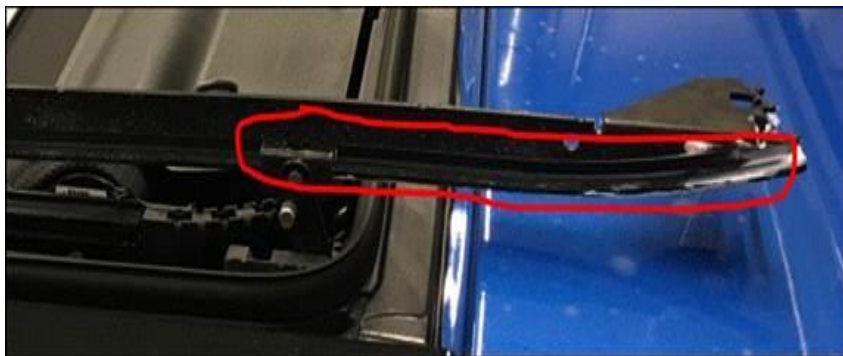
## Service

1. The areas of contamination will need to be thoroughly cleaned and dried, then the correct lubricant can be applied. Open the Panoramic sunroof fully. While Figure 1 shows the glass panel removed for clarity, the glass panel does not need to be removed to perform this operation.



**Figure 1.** Sliding rails exposed showing the area of contamination.

2. Thoroughly clean the areas of the sliding rails shown in the illustration with All Purpose Cleaner G 065567A2 and a lint-free cloth. The area to clean is 15 cm from the rearmost edge of the rail. Perform this cleaning procedure to both sides.



**Figure 2.** Area of the sliding rail to be cleaned.

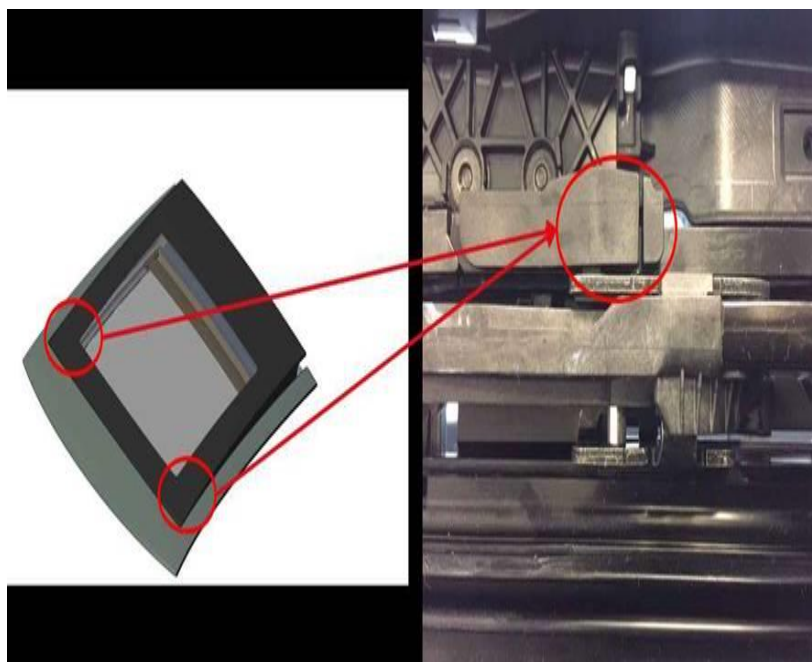
3. Finally, lubricate the cleaned areas with Special Lubricant G 060567A2. Perform this lubrication to both sides as well.



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4. Completely open the glass lid. The picture (Figure 3) shows the locking mechanism in the guide rail.



**Figure 3.** The locking mechanism in the guide rail.

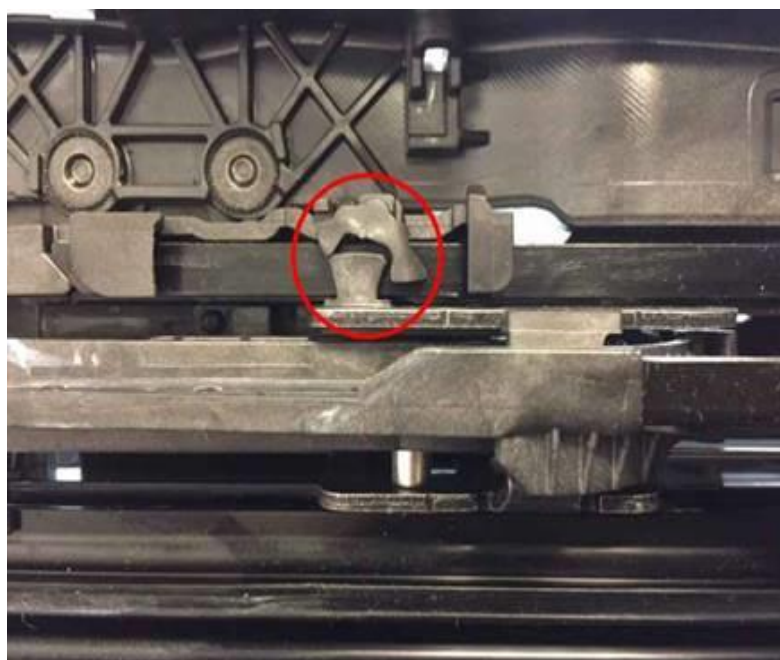
5. In the next picture (Figure 4) the cover has been removed to show what causes the noises.



**Note:**

Please do not remove anything here.

The two components in the circle touch each other and rattle when the glass panel is tilted. To fix the rattle, the grease must get in between the components.



**Figure 4.** The part that causes noise.



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6. Apply a pea-size amount of grease on a small brush. Use the special paste **G 052 141 A2**. Move the brush (as shown in Figure 5) **from front to back** through the locking mechanism.



**Tip:** The direction of the movement is very important, otherwise, major damage could be caused to the roof system and the body.



*Figure 5. How to apply the grease.*

7. The next picture (Figure 6) shows the mechanism unlocked.



*Figure 6. Unlocked mechanism.*





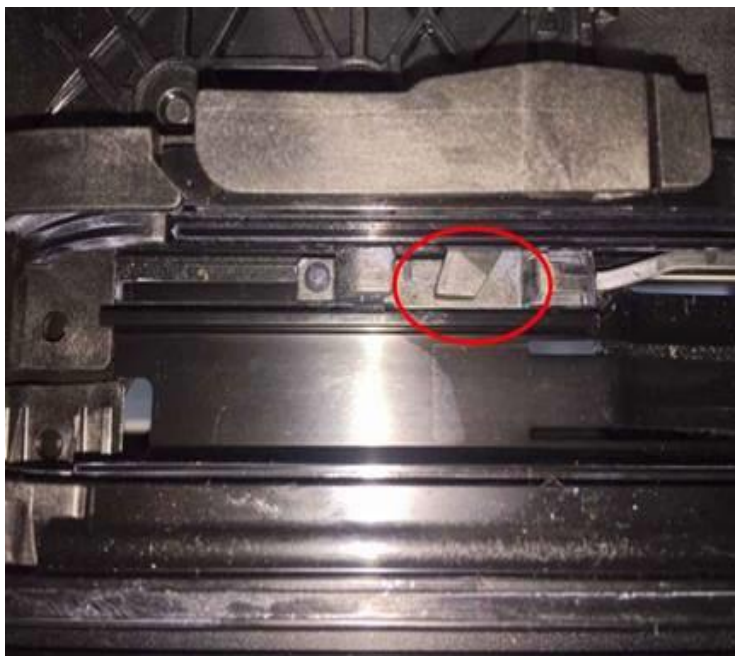
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8. The following picture (Figure 7) shows the mechanism locked.



**Note:**

**At the end of the repair, the mechanism must be locked.**



*Figure 7. Locked mechanism.*

9. Close the glass panel again. Verify that the condition has been resolved.

## 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>	6028		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Sliding roof cleaned with maintenance service	6005 2950	See SRT
<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 #2050904/3		



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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
G 065567A2	 All Purpose Cleaner	0.2
G 060567A2	 Special Lubricant	0.2
G 052141A2	Paste	0.1
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA



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## Additional Information

All parts and service references provided in this TSB (2050904) are subject to change and/or removal.

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