



Technical Service Bulletin

64 Creaking noises from the front or rear windshield area

64 20 73 2046397/4 May 5, 2020. Supersedes Technical Service Bulletin Group 64 number 17-46 dated December 4, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017	All	Not Applicable
A4	2018	A000001 - A057750 Or N000001 - N005236	Not Applicable
A5	2017	All	Not Applicable
A5	2018	000001 - 040755	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Warranty</i> (Updated Claim Type and Labor Operations)
3	12/04/2017	Revised <i>Warranty</i> (Added Labor Operations and Claim Types)
2	09/19/2017	Revised header data (Added A5 and VIN breaks)

Customer states:

- Creaking noises in the front windshield area on the upper A-pillar or the upper corners of the rear windshield. The noise can occur on the left or right sides of the front and rear windshield.

Workshop findings:

The guide pins on the upper end of the windscreen and rear window, which are needed in production for positioning, make noises when scraping on the body.

Technical Background

Not applicable.



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Production Solution

Not applicable.

Service

Front windshield

1. If the noise occurs on the windshield in the A-pillar area, remove the sun visor and the A-pillar trim according to the repair manual. Once you can see the plastic pin and the metal lug which is in the plastic pin as shown in the illustration. Increase the distance between the plastic pin and the metal lug with a plastic wedge by bending down the metal lug by 1-2mm (Figure 1).

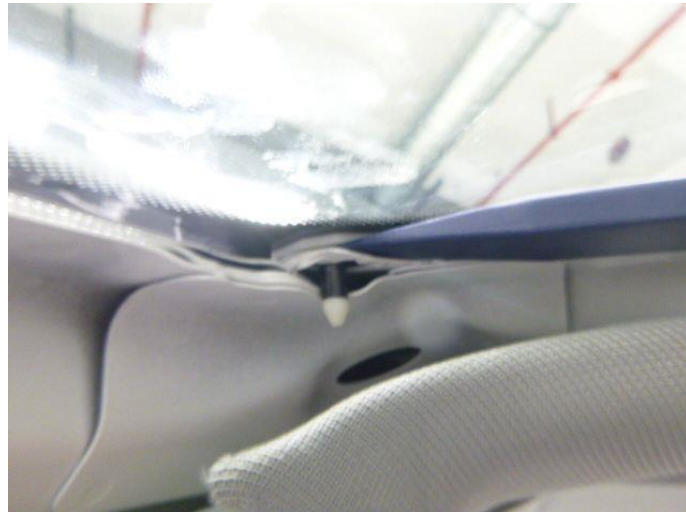


Figure 1. Increase the distance between the plastic pin and metal lug.

2. After the repair, check whether the noise is still there by pressing down on the windshield near the guide pin. If the noise is still there, you can increase the distance between the plastic pin and metal lug a little more.

Rear windshield

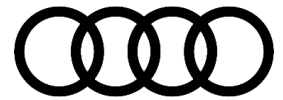
3. If the noise occurs on the rear windshield, remove the trim according to the repair manual, so that you can see the plastic pin and the metal lug which is in the plastic pin.
Increase the distance between the plastic pin and metal lug with a plastic wedge by bending down the metal lug by 1-2mm.
4. After the repair, check whether the noise is still there by pressing your hand against the rear windshield near the guide pin. If the noise is still there, you can increase the distance between the plastic pin and metal lug a little more.



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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:	0020		
Labor Operations:	Repair of one side of front windshield (A4 Sedan, A4 allroad, and A5 Coupe):		
	A pillar trim remove and reinstall	7057 1900	See SRT
	Sunvisor remove and reinstall	6823 1950	See SRT
	Modify metal lug	5138 9999	10 TU
	Repair of both sides of the front windshield (A4 Sedan, A4 allroad, and A5 Coupe):		
	A pillar trims remove and reinstall	7057 2000	See SRT
	Sunvisors remove and reinstall	6823 9999	20 TU
	Modify metal lug – Both sides	5138 9999	20 TU
	Repair of one side of rear windshield (A4 Sedan):		
	D pillar trim remove and reinstall	7069 1900	See SRT
	Modify metal lug	5329 9999	10 TU
	Repair of both sides of the rear windshield (A4 Sedan):		
	D pillar trims remove and reinstall	7069 2000	See SRT
	Modify metal lug – Both sides	5329 9999	20 TU
	Repair of one side of rear windshield (A4 allroad):		
	Tailgate trim panel remove and reinstall	7092 2000	See SRT
	Modify metal lug	5559 9999	10 TU
	Repair of both sides of the rear windshield (A4 allroad):		



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	Tailgate trim panel remove and reinstall	7092 2000	See SRT
	Modify metal lug – Both sides	5559 9999	20 TU
	Repair of one side of rear windshield (A5 Coupe):		
	Rear side trim remove and reinstall	7075 1900	See SRT
	C pillar trim remove and reinstall	7068 1950	See SRT
	Modify metal lug	5317 9999	10 TU
	Repair of both sides of the rear windshield (A5 Coupe):		
	Rear side trims remove and reinstall	7075 2000	See SRT
	C pillar trims remove and reinstall	7068 2050	See SRT
	Modify metal lug – Both sides	5317 9999	20 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
Claim Comment:	As per TSB #2046397/4		

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.

Additional Information

All parts and service references provided in this TSB (2046397) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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