



Technical Service Bulletin

51 Cracking noises in right rear roof area during steering thrust

51 20 19 2060145/3 December 18, 2020. Supersedes Technical Service Bulletin Group 51 number 20-16 dated October 16, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q8, SQ8	2019 - 2021	All	Not Applicable
RS Q8	2020 - 2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Change in work procedure) Revised <i>Required Parts and Tools</i> (Deletion of foam and addition of cavity wax) Revised <i>Warranty</i> (Labor operations adjusted to reflect change in work procedure)
2	10/17/2020	Revised header (Add MY 2021)
1	07/24/2020	Initial publication

Customer states:

- They hear a noise specifically in the right rear roof area of the cabin with an abrupt steering thrust or when the vehicle is flexed.
- The noise is characterized as a 'cracking' or 'snap' type of noise.

Workshop findings:

- The noise is diagnosed as being from the right rear-most area of the sunroof opening, specifically in the roof structure.

Technical Background

The current structural tolerances between the roof panel and the roof support sheet metal can generate these noises intermittently under driving conditions that cause the body to flex such as during an acute steering maneuver.



Technical Service Bulletin

Production Solution

Not applicable.

Service



Note:

Ask the customer if they could duplicate the symptom by accompanying them for a test drive. If the noise cannot be duplicated during a test drive with the customer do not perform the repair in this TSB. Be certain that the noise type and location is clearly attributable to the issue described in the *Technical Background* in this TSB. The following work procedure must only be carried out if the symptom described has been duplicated and the source of the noise is as described in the *Technical Background*.

In spite of the noise source coming from the right rear of the sunroof opening, the following work procedure is to be performed to the corresponding side on the left rear-most area of the sunroof opening as well.

1. Remove the headliner and sliding sunroof assembly. Figure 1 shows the area to be reworked in the rear of the sunroof opening, beginning with the right rear.



Figure 1. Right rear area of sunroof opening to be reworked.



Technical Service Bulletin

2. Figure 2 shows a close-up view of the area to be reworked.



Figure 2. Area to be reworked.

3. The outer roof sheet metal is to be separated from the inner roof support (Figure 3).

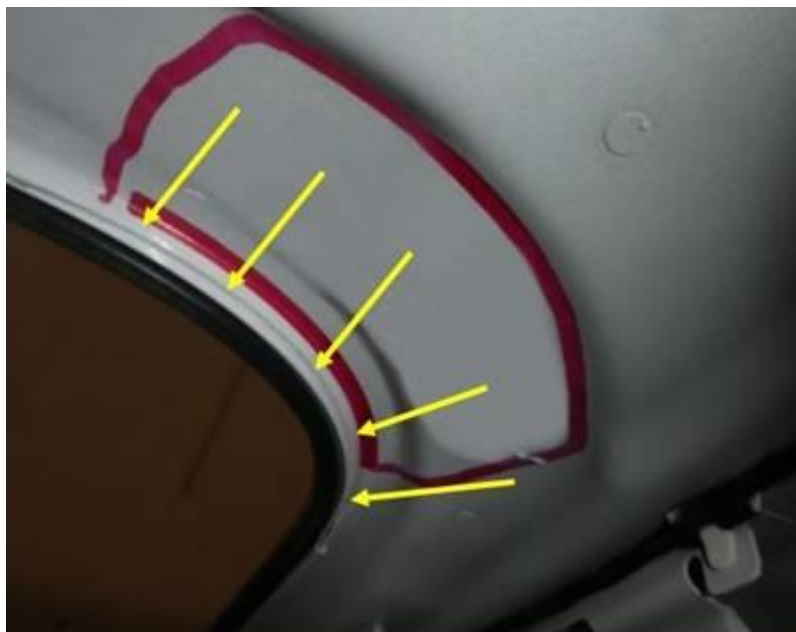


Figure 3. The yellow arrows show the joining seam of the outer roof sheet metal to be separated from the inner roof support.



Technical Service Bulletin

4. The drawing in Figure 4 shows the adjoining sheet metal that will be separated.

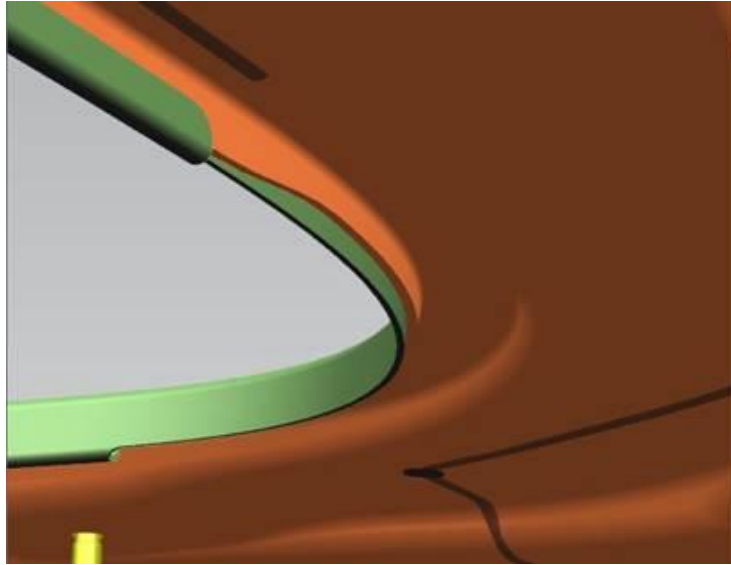


Figure 4. The section colored green is to be separated from the section colored orange in this drawing.

5. Figure 5 shows a cut-away view of the adjoining sheet metal that will be separated.

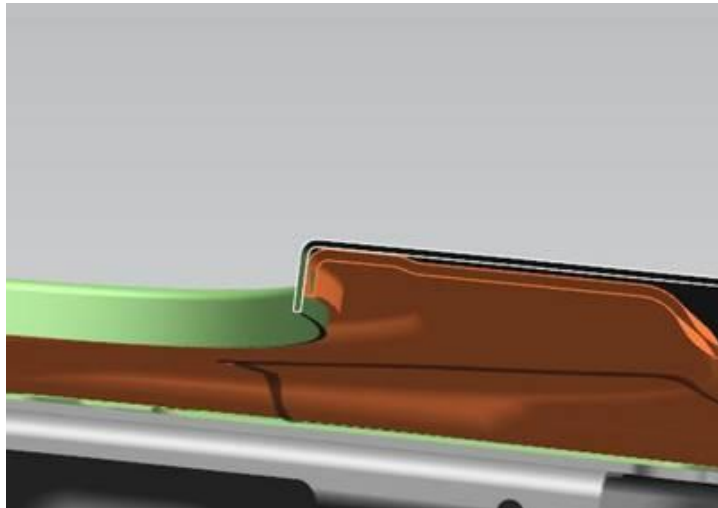


Figure 5. Cut-away view of the adjoining sheet metal that will be separated.

6.  **Note:**

Use extreme caution in the following steps so as not to damage the outer roof sheet metal in any way.

Technical Service Bulletin

7. Figure 6 shows the area of the roof sheet metal to strike with a plastic mallet. A light strike should suffice.



Figure 6. Area of sheet metal to strike with a plastic mallet.

8. If separation of the sheet metal proves to be more difficult than a light strike of a plastic mallet will produce use a small screw driver or small chisel to break away the adhesive (Figure 7).



Figure 7. Adhesive joint separated.



Technical Service Bulletin

9. Separate the adjoining sheet metal approximately 1mm (Figure 8).



Figure 8. Create a gap of approximately 1mm.

10. Through this gap fill the cavity with 08852 Cavity Wax Plus (Figure 9).



Figure 9. Gap created filled with Cavity Wax.

Again, perform this procedure to both rear corners. Test drive the vehicle thoroughly and ensure that the noises have been eliminated. Reassemble the vehicle.



Technical Service Bulletin

Remember to set the sunroof panel and rollershade end stop adaptation after reassembly using the sunroof panel and rollershade switches. Refer to TSB 2054505: *60 Sunroof glass panel or sunroof rollershade do not operate* for instructions.

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:	5103		
Damage Code:	0020		
Labor Operations:	Headliner remove and reinstall	7084 1900	See SRT with associated operations
	Sunroof frame remove and reinstall	6028 1950	See SRT with associated operations
	Perform roof rework	5103 9999	30 TU
	Cavity wax applied	51 01 75 02	See SRT with associated operations
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 #2060145/3		

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.



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
3M 08852 Available through the Audi Top Service Supplies & Touch Up Paint eStore	 Cavity Wax Plus	Shop Supply
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2054505, *60 Sunroof glass panel or sunroof rollershade do not operate.*

All parts and service references provided in this TSB (2060145) are subject to change and/or removal.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.