



Technical Service Bulletin

60 Sunroof glass panel or sunroof rollershade do not operate

60 20 48 2054505/2 December 9, 2020. Supersedes Technical Service Bulletin Group 60 number 19-27 dated April 2, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, SQ7	2017 -2019	All	Not Applicable
A5, A5 Sportback	2018 - 2019	All	Not Applicable
A7	2019	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added A7) Revised <i>Service</i> (Added step) Revised <i>Warranty</i> (Added Labor Operations)
1	04/02/2019	Initial publication

Customer states:

- The panoramic sunroof glass panel or sunroof shade fails to operate with the switch.

Technical Background

One of the following two DTC scenarios will be stored in the power sunroof control module, J245 (address word 00CA):

Scenario 1

- DTC B154354** (Sunroof No basic setting).
-Along with any of the following DTCs:
 - DTC B157129** (Hall sensor for sunroof motor, implausible signal).
 - DTC B157529** (Sunroof motor Hall sensor 2, implausible signal).
 - DTC B157711** (Hall sensor for sunroof motor supply, short circuit to ground).

Scenario 2



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- **DTC B154454** (Roof blind, no basic setting).

-Along with any of the following DTCs:

- **DTC B157329** (Hall sensor for roof blind motor, implausible signal).
- **DTC B157629** (Hall sensor 2 for roof blind motor, implausible signal).
- **DTC B157811** (Hall sensor for roof blind motor supply, short circuit to ground).

Production Solution

The sunroof voltage control parameters have been changed in production.

Service

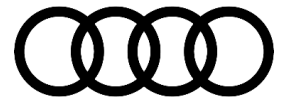
Before condemning and replacing the sunroof glass panel drive motor V1 or the sunroof shade drive motor V260 make an attempt to set the basic settings on either drive motor. The basic settings are run as follows:

1. To set the basic settings on the sunroof glass panel drive the sunroof panel must be fully closed first. One-touch function is likely to be inactive so the panel may need to be closed holding the switch.

With the sunroof panel fully closed pull down the sunroof switch fully (past both detents) and hold it in this position (Figure 1). After 6 – 7 seconds the sunroof panel will begin to move rearward to its stop then move fully forward until fully closed. Do not release the switch from this position until the entire sequence is complete. Releasing this switch during the sequence will cause the basic settings to fail. It must then be repeated starting with a fully closed sunroof glass panel.



Figure 1. Set the sunroof panel basic settings by pulling the sunroof switch fully downward.



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2. As in the procedure for setting the basic settings for the sunroof panel, the sunroof shade must be fully closed first as well. One-touch function is likely to be inactive so the shade may need to be closed holding the switch.

With the sunroof shade fully closed push the sunroof shade switch fully forward (past both detents) and hold it in this position (Figure 2). After 6 – 7 seconds the sunroof shade will begin to move rearward to its stop then move fully forward until fully closed. As in the case for the sunroof glass panel drive, do not release the switch from this position until the entire sequence is complete. Releasing this switch during the sequence will cause the basic settings to fail. It must then be repeated starting with a fully closed sunroof shade.



Figure 2. Set the sunroof shade basic settings by pushing the sunroof shade switch fully forward.

3. If this adaptation procedure is not successful, gain access to either the sunroof motor V1 or to the sunroof sunshade motor V260. Using an Allen wrench de-couple the motor and depending on the sunroof panel or sunshade position manually turn the motor approximately ¼ turn in a free direction (e.g. open if component is closed, closed if component is open) then ¼ back. Neither the sunroof motor nor the sunroof sunshade motor (Figure 3) need to be removed for this step. In many cases this will reestablish the hall sensor orientation and the adaptation will then run.

Try to run the adaptation procedure again.

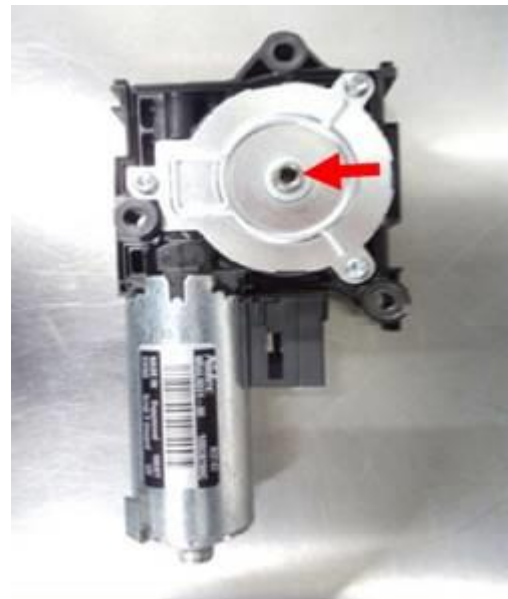


Figure 3. Sunroof motor V1 or sunroof sunshade motor V260.



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Warranty

Claim Type:	<ul style="list-style-type: none">• 110 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.		
Service Number:	6065		
Damage Code:	0039		
Labor Operations:	A7 sunroof motor:		
	Inside mirror remove and reinstall	6827 1900	See SRT with associated operations
	Reorient motor drive	6014 9999	10 TU
	Audi Q7 sunroof motor:		
	Inside mirror remove and reinstall	6827 1900	See SRT with associated operations
	Interior light remove and reinstall	9620 1950	See SRT with associated operations
	Reorient motor drive	6014 9999	10 TU
	A5 Coupe and A5 Sportback sunroof motor:		
	Interior light remove and reinstall	9620 1900	See SRT with associated operations
	Reorient motor drive	6014 9999	10 TU
	A7 sunroof sunshade motor:		
	Headliner loosen and fasten	7084 0900	See SRT with associated operations
	Reorient motor drive	6072 9999	10 TU



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	Audi Q7 sunroof sunshade motor:		
	Reorient motor drive	6072 9999	180 TU
	A5 Coupe and A5 Sportback sunroof sunshade motor:		
	Reorient motor drive	6072 9999	320 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2054505/2		

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 (2054505) 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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