

# Technical Service Bulletin

## 60 Sunroof glass panel snap noise when opening to the vent position or reverses when closing from the vent position

60 21 51 2062135/1 March 16, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2019 - 2020	All	Not Applicable

### Condition

#### Customer states:

- When the front sunroof panel is opened the customer notices a 'pop' or 'snap' noise once the front glass panel leaves the panel space at the beginning of its opening sequence. Once opened the front glass panel may appear not parallel and incapable of re-entering the roof panel space effectively (Figure 1).



**Figure 1.** An opened sunroof glass panel in a 'twisted' state.

#### Workshop findings:

- A deformation in the rubber 'skirt' that surrounds the front and sides of the front sunroof glass panel may also be apparent. This deformation causes interference when the front panel fully closes and the skirt cannot properly engage the roof panel space. As a result, the sunroof panel may intermittently reverse direction when closing (Figure 2).



**Figure 2.** A distorted 'skirt' on the side of the sunroof glass panel.



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## Technical Background

The investigation into the root cause of this issue is ongoing but additional observation and measurements which can only be made to a vehicle with this condition and has had *no repair or adjustment* of any kind made to it are now necessary. Audi of America is asking for notification to us by way of a TAC contact to alert us to cases in your possession that fit this description.

## Production Solution

A production solution is pending the results of the analysis.

## Service

Should a confirmed case with the profile described in this TSB arrive at your dealer, make no repair or adjustment to the sunroof in any way. Determine whether the vehicle is customer owned, demonstrator, dealer inventory, dealer loaner or PDI.

If the vehicle is customer owned or is sold and pending delivery, please contact our customer and ask if the vehicle can be left at the dealer. Explain that their vehicle sunroof exhibits a condition for which Audi of America engineers need to observe, take measurements and document their findings. Inform them that a member of Technical Service will be on-site as soon as possible. Once they arrive at your dealer and have access to the vehicle the analysis will take approximately 2 hours. Open a TAC contact and enter the following information before calling:

- Our customer's approval or disapproval to leave the vehicle for analysis.
- Our customer's complete description of the original symptom.
- The current status of the sunroof panel (fully closed, open and unable to close, etc.) and anything visually abnormal or unusual in whatever state the sunroof is in at arrival.
- The approximate temperature on the day this symptom was first exhibited.

If the vehicle can be held for analysis, order (if necessary) a sunroof opening perimeter seal **80A 877 459 A**. Do not replace the seal unless instructed to do so. If the complete analysis is performed a replacement sunroof opening perimeter seal will be necessary. The TAC consultant will then either arrange for an on-site analysis or provide repair direction.

We appreciate your help with this topic and will make every effort to create as little disruption as possible.

## Warranty


This TSB is informational only and not applicable to any Audi Warranty.



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## 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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
80A877459A	 Gasket (adhesive), outer, for the perimeter of the sunroof opening	01

## Additional Information

All part and service references provided in this TSB (2062135) 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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