



# Technical Service Bulletin

## 64 Frameless window auto-drop function is inoperative in freezing weather

64 21 77 2062618/1 March 12, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, A5 Cabriolet, A5 Sportback, and RS 5	2010 - 2022	All	Not Applicable
TT, TT Roadster, and TT RS	2016 - 2022	All	Not Applicable
A3 Cabriolet	2015 - 2019	All	Not Applicable
A7, RS 7	2012 - 2022	All	Not Applicable

## Condition

### Customer states:

- Front and/or rear doors cannot be opened or closed in freezing weather.

### Workshop findings:

- The windows are frozen to the outer window slot seals. The windows cannot drop when trying to open/close the doors.
- The window auto-drop function is inoperative due to snow and ice build-up.

## Technical Background

If snow and ice collect on the windows and the outer window slot seals, the function that lowers/raises the windows when opening/closing the doors may not operate, even if the window slot seal is of the latest generation. In freezing weather, the window auto-drop function can be blocked by snow and ice building up between the windows and the outer window slot seals (Figure 1).



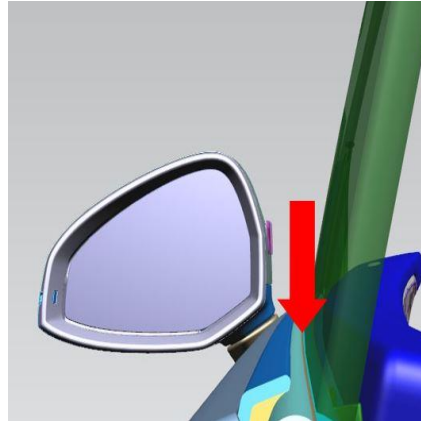
**Figure 1.** Snow and ice build-up on window and window slot seal surfaces.



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Due to snow and ice adhesion the window and window slot seal can be bonded, resulting in a blockage that can render the window auto-drop function inoperative (Figure 2).



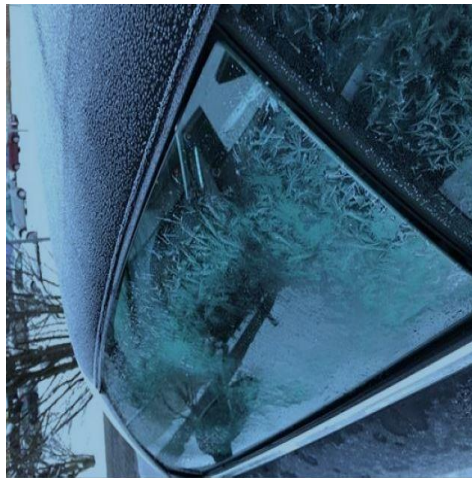
**Figure 2.** Area where snow and ice can adhere, disabling window operation.

## Production Solution

Not applicable.

## Service

1. With a plastic scraper, remove snow and ice from the windows as described in the owner's manual.
2. If needed, spray an Audi approved solvent-free de-icer on the windows to remove any snow/ice from the contact area of the outer window slot seal to the window (Figure 3).



**Figure 3.** Solvent-free de-icer spray melts snow and ice and eliminates blockage.



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3. Check operation of doors and windows to ensure proper function of the window auto-drop function when opening and closing the doors.



**Tip:** Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

## Warranty

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

## Additional Information

More information on this system can be found in the following resources:

- Owner's Manual: chapter "Care and cleaning".

All part and service references provided in this TSB (2062618) 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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