

# Technical Service Bulletin



## 51 Cracking noises in right rear roof area during steering thrust

51 23 27 2060145/5 April 27, 2023. Supersedes Technical Service Bulletin Group 51 number 21-22 dated May 11, 2021, for reasons listed below.

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Service</i> (Change in work procedure) Revised <i>Warranty</i> (Updated Labor Operation)
4	05/12/2021	Revised <i>Warranty</i> (Updated Labor Operation)
3	12/19/2020	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)

### 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.



## Production Solution

Not applicable.

## Service



### Note:

Ask the customer if they are able to 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 the location are clearly attributable to the issue described in the *Technical Background* section of 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*.

Perform the following work procedure on the affected area only (right rear-most area of the sunroof opening). It is not necessary for this procedure to be performed additionally on the left rear-most corner.

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 the sunroof opening to be reworked.

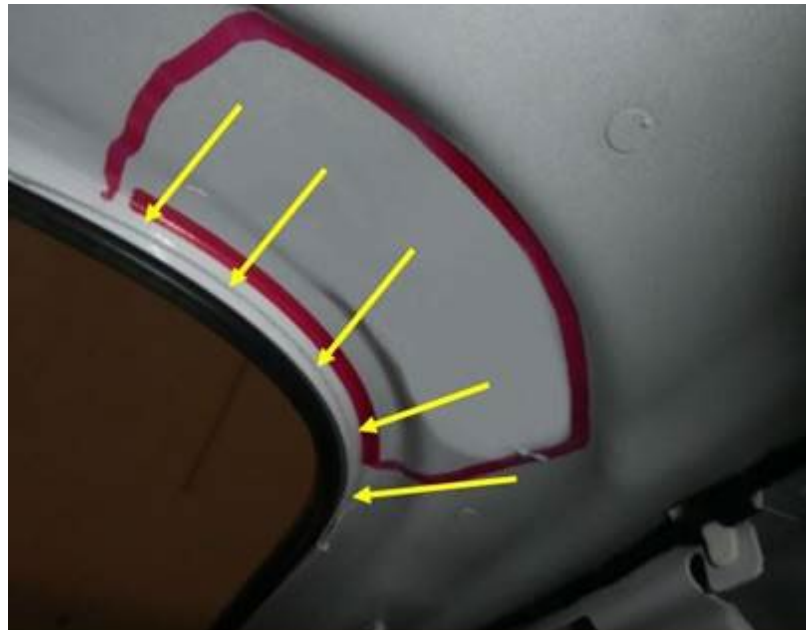


2. Figure 2 shows a close-up view of the area to be reworked.

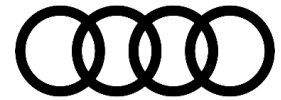


**Figure 2.** Area to be reworked.

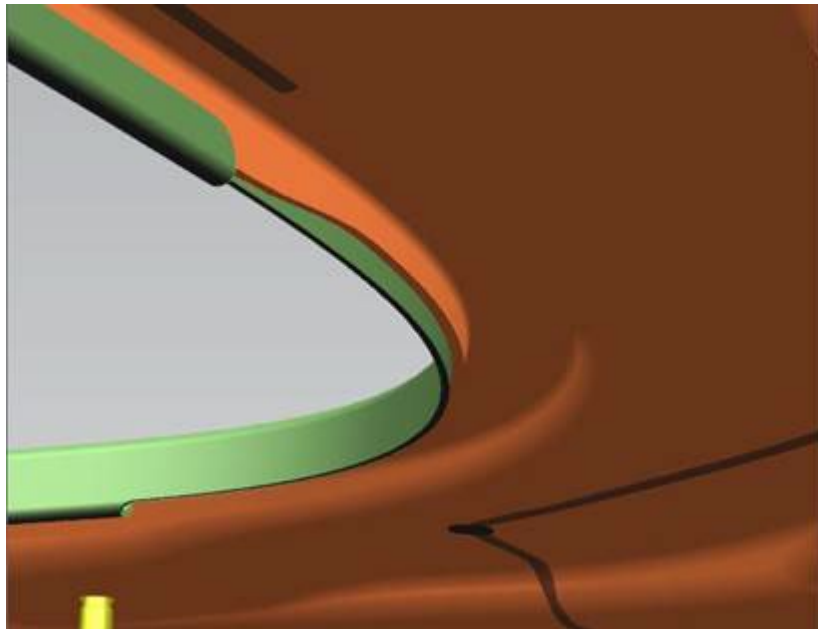
3. The outer roof sheet metal is to be separated from the inner roof support (Figure 3).



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

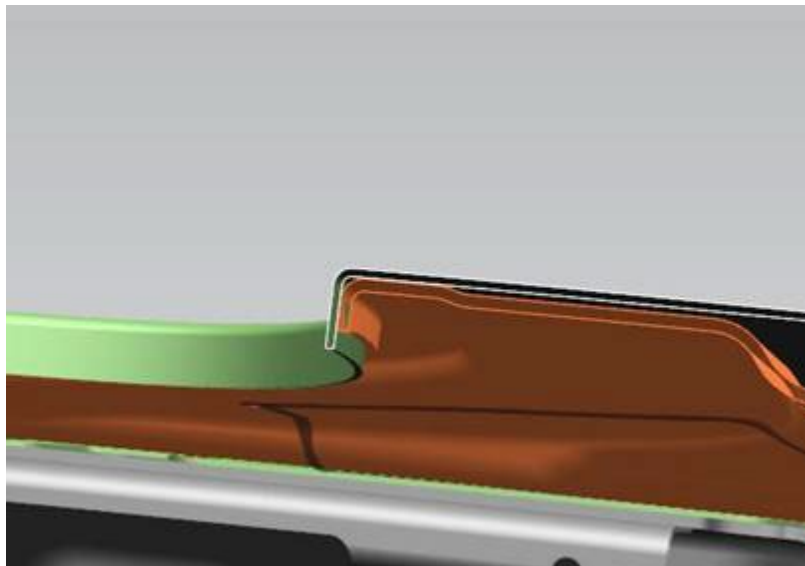


4. The drawing in Figure 4 shows the adjoining sheet metal that will be separated.



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

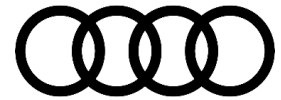
5. Figure 5 shows a cut-away view of the adjoining sheet metal that will be separated.



**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.



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

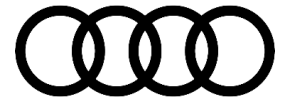


*Figure 6. Area of sheet metal to strike with a plastic mallet.*

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 screwdriver or small chisel to break away the adhesive (Figure 7).



*Figure 7. Adhesive joint separated.*



9. Separate the adjoining sheet metal by 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.

11. Test drive the vehicle thoroughly and ensure that the noises have been eliminated. Reassemble the vehicle. 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

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	5103		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	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 5099	30 TU
	Cavity wax applied	5101 7552	See SRT with associated operations
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB 2060145/5		


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.

## 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





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

## 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.

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