

# Technical Service Bulletin



## 70 Noises from headliner/sunroof area

70 23 81 2044417/9 April 25, 2023. Supersedes Technical Service Bulletin Group 70 number 20-70 dated February 20, 2020, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 allroad, and Q7	2017 – 2018	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
9	-	Revised <i>Warranty</i> (Updated Labor Ops)
8	02/20/2020	Revised <i>Warranty</i> (Updated Labor Ops)
7	11/01/2017	Revised <i>Service</i> (Updated step 7 with a clearer image for tape location)

### Customer states:

- A rattle is heard from the headliner area.

## Technical Background

The noises can be caused by movement in the clips that attach the headliner to the sunroof frame or movement between components of the sunroof frame.

## Production Solution

Felt material has been added to points of contact in production.

## Service

1. Test drive the vehicle (preferably with the customer) and duplicate the noise. Applying pressure to areas of the headliner around the perimeter of the sunroof will eliminate the noise, confirming the root cause.



2. Remove the headliner. The clips shown in the illustration will need webbing adhesive tape (D 004350A2) (Figure 1).



**Figure 1.** Location of the headliner to sunroof frame clips.

3. Remove the clips and apply the webbing adhesive tape underneath them, as shown (Figure 2).



**Figure 2.** Location of the webbing adhesive tape application.

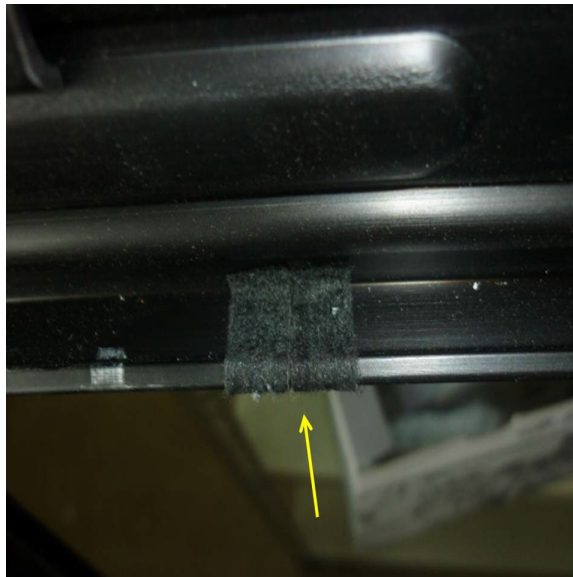


4. Reinstall the clips (Figure 3).



**Figure 3.** Clips reinstalled.

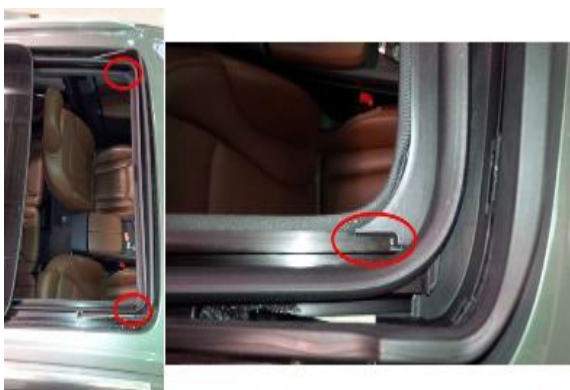
5. Apply webbing adhesive tape to the sunroof frame lip at each clipping point (Figure 4).



**Figure 4.** Application area on sunroof frame area of clip engagement.



6. There are two additional points of contact at the front sunroof frame plates that could be a source for noise (Figure 5).



**Figure 5.** Areas of the sunroof frame to be isolated with webbing adhesive tape.

7. Apply webbing adhesive tape between the sections of the sunroof frame plates on both the right and left sides as shown in the illustration (Figure 6).

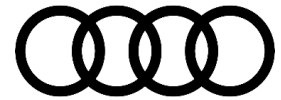


**Figure 6.** Webbing adhesive tape applied between the side and front sunroof frame plates.

8. Perform a final test drive to confirm that the noise has been eliminated.

## Warranty

# Technical Service Bulletin

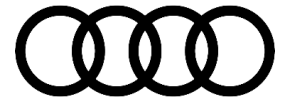


<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	7084		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Headliner remove + reinstall - Allroad	7084 1910	See SRT
	Headliner remove + reinstall – Q7	7084 1900	See SRT
	Apply fleece tape to headliner clips and sunroof frame plates	7084 2499	30 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB 2044417/9		

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



D 004350A2	 <p data-bbox="402 890 695 919">Webbing Adhesive Tape</p>	0.1
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

## Additional Information

All parts and service references provided in this TSB (**2044417**) are subject to change and/or removal.

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