



Technical Service Bulletin

64 Exterior glass cleaning

64 23 92 2020552/12 July 19, 2023. Supersedes Technical Service Bulletin Group 64 number 22-85 dated July 5, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2010 – 2024	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
12	-	Revised header (Added model year 2024)
11	07/05/2022	Revised header (Added model years)
10	05/06/2021	Revised header (Added model years and new models)

Customer states:

The windshield is streaked, has a snakeskin appearance, or its surface feels rough.

Technical Background

Residue from industrial fallout as well as normal road dirt and grime may accumulate on the windshield.

Production Solution

Not applicable.

Service



Tip: This procedure must be performed and verified before a wiper blade replacement. All Warranty claims will be rejected for wiper blade replacement if a defect is not found.

1. Wash and dry all affected exterior glass surfaces.



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2. Place wipers in the service position (Figure 1).



Figure 1. Windshield wipers in the service position.

3. Using household glass cleaner (such as Windex® or 3M™ Glass Cleaner), clean residue from wiper blades (Figure 2).



Tip: Do *not* use the 3M™ Glass Polishing Compound to clean the wiper blades.



Figure 2. Cleaning wiper blades.

4. Shake bottle of 3M™ Glass Polishing Compound (Figure 3) to mix product evenly.



Figure 3. 3M™ Glass Polishing Compound.



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5. Apply cleaner directly to the outside of the windshield on both driver and passenger sides (Figure 4).

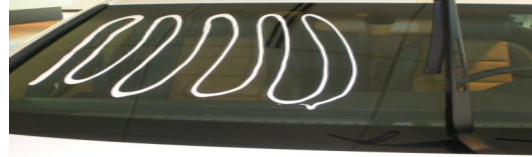


Figure 4. Cleaner applied to the windshield.

6. Use a clean, dry microfiber cloth (such as 3M™ Microfiber Detail Cloth - Yellow) (Figure 5) to vigorously clean windshield with long, horizontal strokes (Figure 6).
Try to avoid applying the product to the window trim.



Figure 5. Detailing cloths.





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Figure 6. Using horizontal strokes to clean the windshield.

7. Allow drying time until a fine film layer (haze) forms.



Tip: Drying time is based on ambient temperatures. Temperatures of 60°F (15°C) or lower can extend drying time.

8. Use a garden hose to rinse the windshield. Also, rinse any product that was inadvertently applied to the trim (Figure 7).



Figure 7. Rinsing the windshield.

9. With a clean, dry microfiber cloth, dry and buff glass to a clean shine (Figure 8).

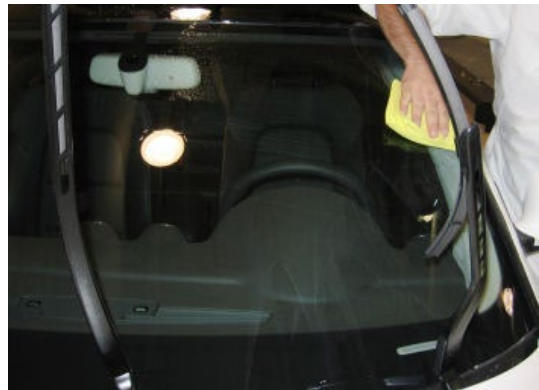


Figure 8. Drying the windshield.

10. With warm water, wet and wring out microfiber cloth. Wipe off any residue that made contact with trim or rubber.

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
60150	3M™ Glass Polishing Compound (Please order through Audi Top Service Supplies & Touch Up Paint eStore)	01
39016	3M™ Microfiber Detail Cloth – Yellow (Please order through Audi Top Service Supplies & Touch Up Paint eStore)	01

Additional Information

All parts and service references provided in this TSB (**2020552**) are subject to change and/or removal. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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