



Technical Service Bulletin

64 Frameless window auto-drop function inoperative in freezing weather

64 23 95 2062618/3 November 10, 2023. Supersedes Technical Service Bulletin Group 64 number 22-83 dated April 16, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2010 – 2025	All	Frameless Window

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Add model and model years)
2	04/16/2022	Revised header (Add model years)
1	03/12/2021	Initial publication

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).



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

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).



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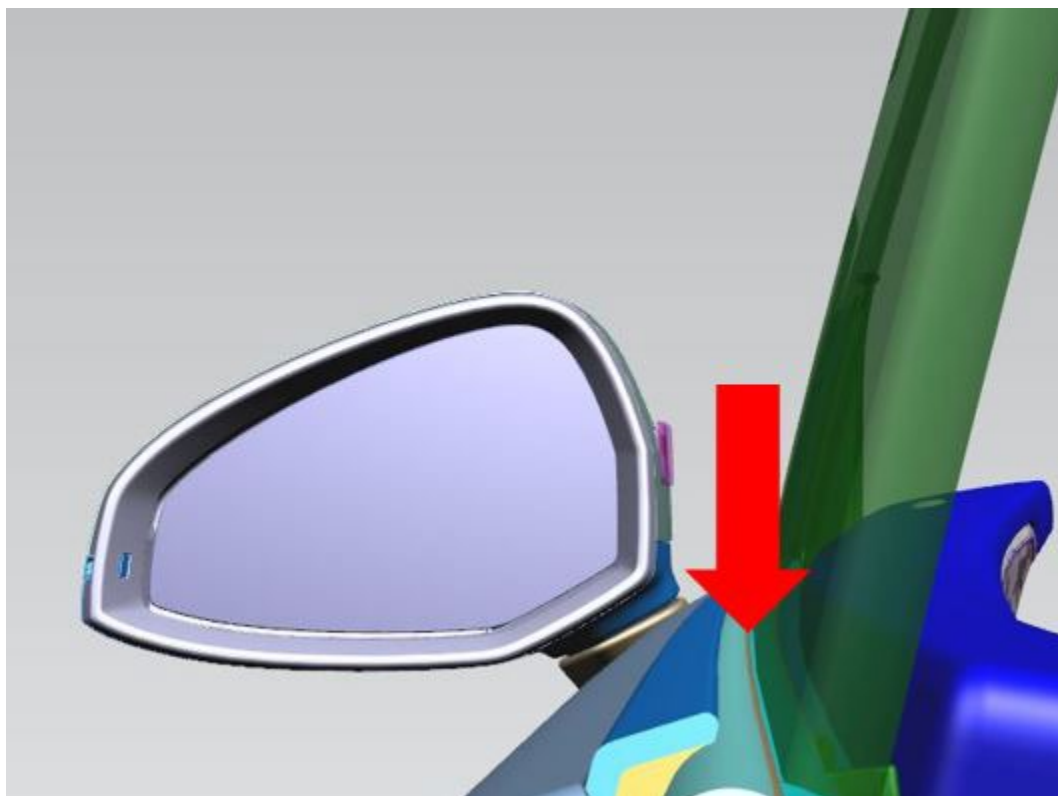


Figure 2. Area where snow and ice can adhere, disabling window operation.

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).



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Figure 3. Solvent-free de-icer spray melts snow and ice to eliminate blockages.

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



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:



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- 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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