



# Technical Service Bulletin

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

64 24 97 2062618/4 January 18, 2024. Supersedes Technical Service Bulletin Group 64 number 23-95 dated November 10, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3 Cabriolet	2015 – 2019	All	Frameless Windows
A5 Cabriolet	2010 – 2024		
A5, A5 Sportback, S5, S5 Cabriolet, S5 Sportback	2018 – 2024		
RS 5	2018 – 2019 2021 – 2024		
RS 5 Sportback	2019 2021 – 2024		
A7	2012 – 2024		
A7 e quattro	2021 – 2022		
S7	2014 – 2018 2020 – 2024		
RS 7	2014 – 2018 2021 – 2024		
e-tron GT, and RS e-tron GT	2022 – 2023		
Q8	2019 – 2023		
SQ8, and RS Q8	2020 – 2023		
TT, TTS, and TT Roadster	2016 – 2023		
TT RS	2018 - 2022		

## Condition

REVISION HISTORY		
Revision	Date	Purpose



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4	-	Revised header (Add MY19-23 Q8 models, correct Elsa display issue)
3	11/10/2023	Revised header (Add model and model years)
2	04/16/2022	Revised header (Add model years)

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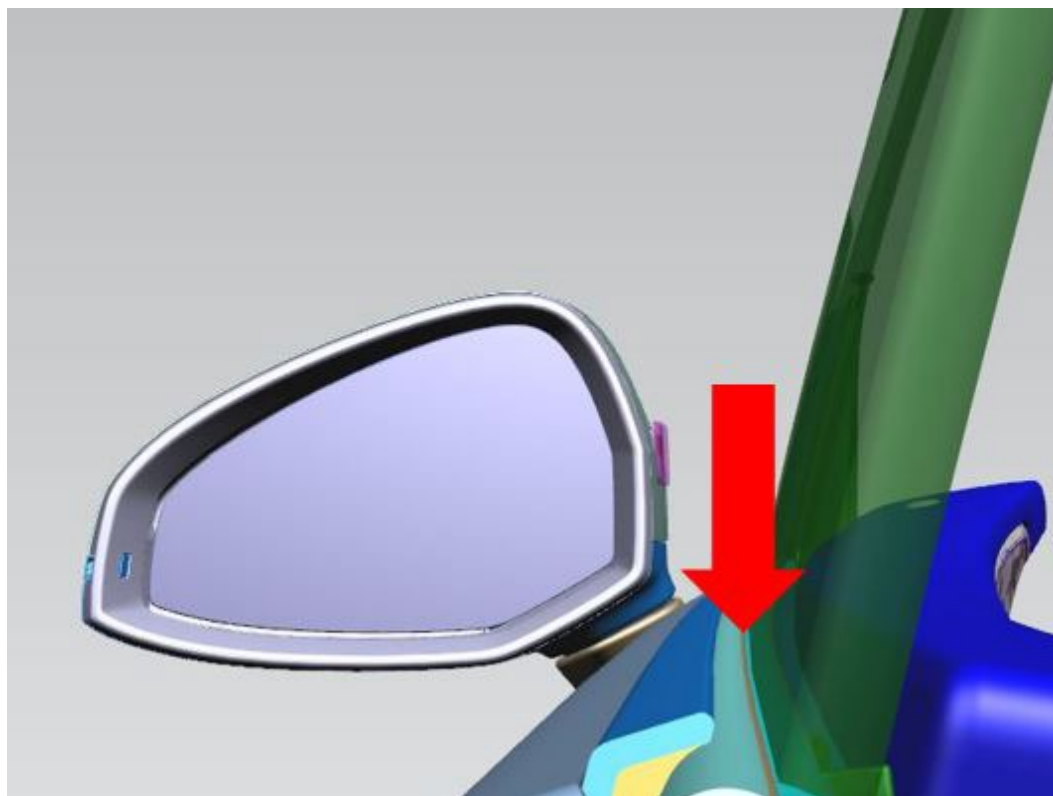
**Figure 1.** Snow and ice build-up on window and window slot seal surfaces.

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



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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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