



# Technical Service Bulletin

## 60 Water entering through panoramic sliding sunroof

60 24 74 2075969/1 December 4, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, and SQ5	2018 – 2023	All	Panoramic Sunroof
Q5 e quattro	2020 – 2023		
Q5 Sportback, and SQ5 Sportback	2021 - 2023		

### Condition

#### Customer states:

Moisture in the vehicle such as soaked carpets, or other water damage is noticeable.

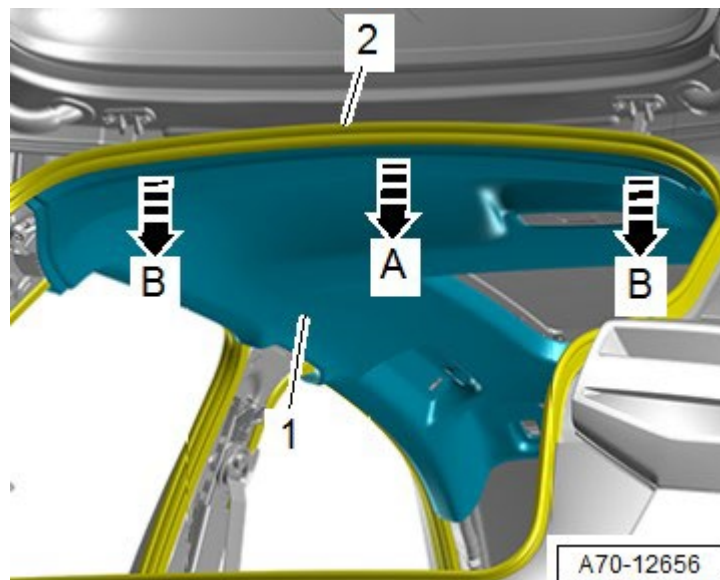
#### Workshop findings:

Water enters the vehicle interior via the sliding sunroof. Cause: Water drain hoses in sliding sunroof frame are blocked. Water does not drain.

### Technical Background 1

Water is drained from the sliding sunroof frame using hoses. These hoses may be kinked when the headliner is installed. The water drain can become blocked, particularly in combination with dirt, causing water to back up and then flow into the vehicle interior.

1. To identify the cause of the damage, check that the water drain hoses are installed correctly. To do this, the molded headliner must be lowered as per the Workshop Manual (Figure 1) and the water drain hoses must be visually inspected (Figures 2 and 3).





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**Figure 1. Lowering molded headliner**

2. Pay particular attention to kinks in the hoses. Figures 2 and 3 show examples of kinked hoses. Figure 4 shows the correct routing between deformation elements. Kinked hoses must be replaced as per the Workshop Manual.
3. Figure 2 shows an example of a kinked hose.



**Figure 2. Kinked hose.**

4. Figure 3 shows another example of a kinked hose.



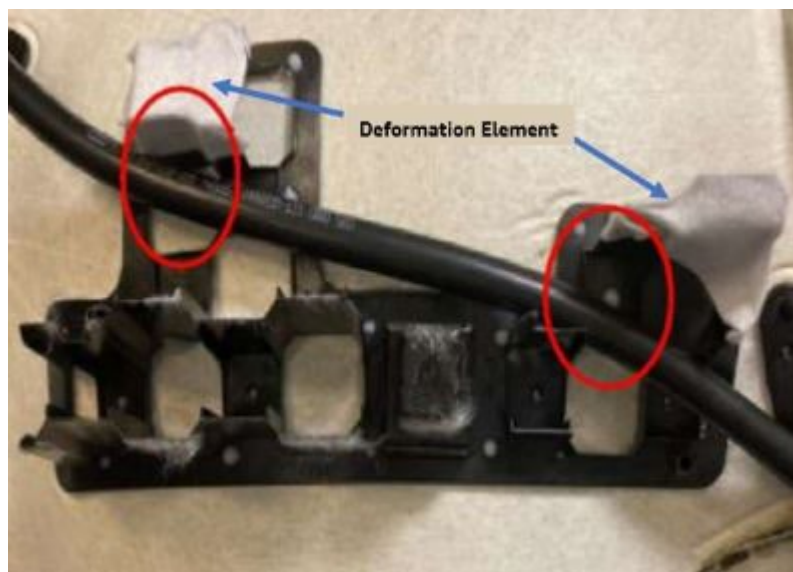
**Figure 3. Another example of a kinked hose.**



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5. Figure 4 shows the correct routing between deformation elements.



**Figure 4.** Correctly routed hose with no kinks.

6. If the hoses are correctly routed, they must be checked for dirt (Figure 5).



**Figure 5.** Dirty water drain hose.



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- 7. If large dirt residues are found, clean all 4 water drain hoses according to the Workshop Manual with tool SET6620 (formerly VAS6620) (Figure 6).



Figure 6. Cleaning tool SET6620 (formerly VAS6620).

- 8. Assembly is performed in reverse sequence according to the Workshop Manual.

## Production Solution

Several process improvements have been implemented in production.

## Service

Assembly process has been optimized.

When billing, please always attach photos/videos that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the image/video must:

- Include the VIN and date.
- Must not be edited.
- Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or face, license plates, or customer data.

## Warranty

<b>Claim Type:</b>	• 1-GW if outside NVLW		
<b>Service Number:</b>	6048		
<b>Damage Code:</b>	0050		
<b>Labor Operations:</b>	Completely loosen and secure roof trim	7084 0999	250 TU



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	Clean 1-2 water drain hoses	6048 2999	20 TU
	Clean 4 water drain hoses	6048 3099	40 TU
	Remove and install front left water drain hose	6048 1999	20 TU
	Remove and install front right water drain hose	6048 1999	40 TU
	Remove and install 2 front water drain hoses	6048 2099	50 TU
	Remove and install rear left water drain hose	6048 1999	10 TU
	Remove and install rear right water drain hose	6048 1999	10 TU
	Remove and install 2 rear water drain hoses	6048 2099	20 TU
	GFF	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2075969/1		

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.

## Additional Information

All part and service references provided in this TSB (**2075969**) 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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