

## Technical Service Bulletin

<b>Topic</b>	60 A6: noises from panoramic sunroof
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2054270/10
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Feb 19, 2025

### New customer code

Object of complaint	Complaint type	Position
roof systems, special equipment -> sliding/tilting sunroof -> sliding/tilting sunroof cover	dimensional accuracy -> gap dimension incorrect	
body attachments and installations -> trim, trim panels and floor covering -> B-pillar trim panel	noises, vibrations -> noise	
roof systems, special equipment -> sliding/tilting sunroof, panorama roof actuator -> opening sliding/tilting sunroof, panorama roof -> opening power sliding sunroof, panorama sunroof to tilt position	noises, vibrations -> noise	
roof systems, special equipment -> sliding/tilting sunroof, panorama roof actuator -> opening sliding/tilting sunroof, panorama roof -> opening panorama power sunroof in open position	noises, vibrations -> noise	
roof systems, special equipment -> sliding/tilting sunroof, panorama roof actuator -> opening sliding/tilting sunroof, panorama roof -> opening power sliding sunroof, panorama sunroof to tilt position	functionality -> operation sequence incorrect	
roof systems, special equipment -> sliding/tilting sunroof, panorama roof actuator -> opening sliding/tilting sunroof, panorama roof -> opening panorama power sunroof in open position	functionality -> operation sequence incorrect	
roof systems, special equipment -> sliding/tilting sunroof -> sliding/tilting sunroof glass panel -> tilting mechanism for sliding/tilting sunroof	component, automotive fluids -> deformed	
roof systems, special equipment -> sliding/tilting sunroof -> sliding/tilting sunroof glass panel -> tilting mechanism for sliding/tilting sunroof	contamination -> dirty	
roof systems, special equipment -> sliding/tilting sunroof -> sliding/tilting sunroof cover	noises, vibrations -> noise	
roof systems, special equipment -> sliding/tilting sunroof -> sliding/tilting sunroof cover	noises, vibrations -> crunching/groaning/crackling	
roof systems, special equipment -> fabric sunroof -> fabric sunroof roof crossrail	component, automotive fluids -> loose	
roof systems, special equipment -> panorama sliding sunroof -> panorama sunroof glass panel -> trim for panorama roof	component, automotive fluids -> loose	

## Vehicle data

## A6 Sedan

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A2*	2019	A		*	*	*
4A2*	2020	A		*	*	*
4A2*	2021	A		*	*	*

### PR numbers

<b>PR numbers</b>
?:with 3FB
?:or ?:with 3FU

## RS 6 Avant

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A5*	2021	A		*	*	*

### PR numbers

<b>PR numbers</b>
?:with 3FB
?:or ?:with 3FU

## A6 Allroad

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4AH*	2020	A		*	*	*
4AH*	2021	A		*	*	*
4AH*	2022	A		*	*	*

### PR numbers

<b>PR numbers</b>
?:with 3FB
?:or ?:with 3FU

## Documents

<b>Document name</b>
<a href="#">master.xml</a>
<a href="#">vehicle_data_master.doc</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
10	-	Revised title (Updated text) Revised header (PR codes added) Revised <i>Condition</i> (Updated text) Revised <i>Technical Background</i> (Updated text) Revised <i>Production Solution</i> (Updated text) Revised <i>Service</i> (Updated text, add image) Revised <i>Warranty</i> (Updated text)
9	05/19/2022	Revised header (Added Model and Model Year)
8	11/12/2021	Revised header (Added Model and Model Year) Revised <i>Service</i> (Updated photos and procedure) Revised <i>Warranty</i> (Updated Labor Operations and SRTs) Revised <i>Required Parts and Tools</i> (Added lubricant)

Rattling/cracking noises from area of panoramic sunroof. The noises occur mainly on poor-quality roads.

## Technical Background

Several issues are known and are explained below.

## Production Solution

**All changes have been made. Because of different introduction dates the TSB cannot be narrowed down any further. All variants are therefore possible in the market. If you are working on a vehicle where one of the changes has already been made, work through the remaining items.**

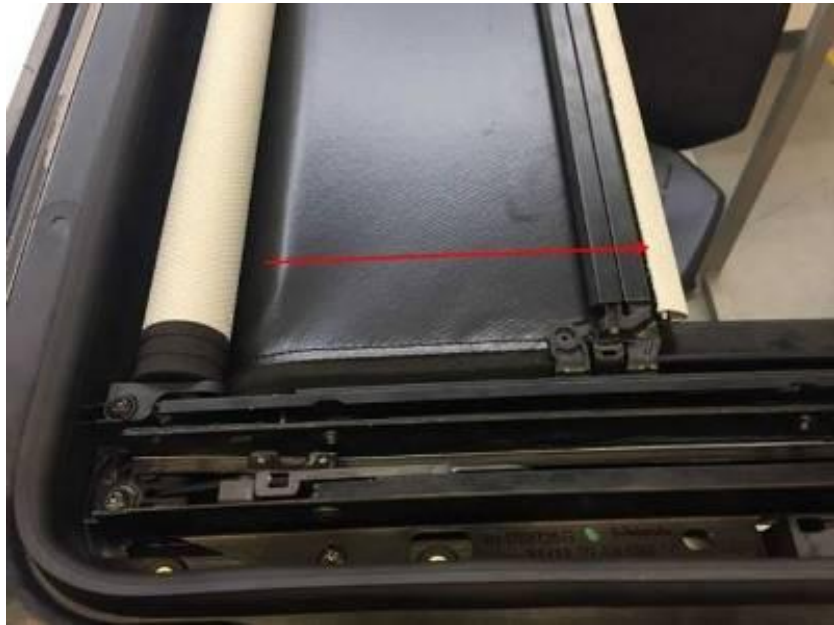
## Service

**IMPORTANT: The following work must be performed on both the left and right sides.**

### Noises from roller blind:

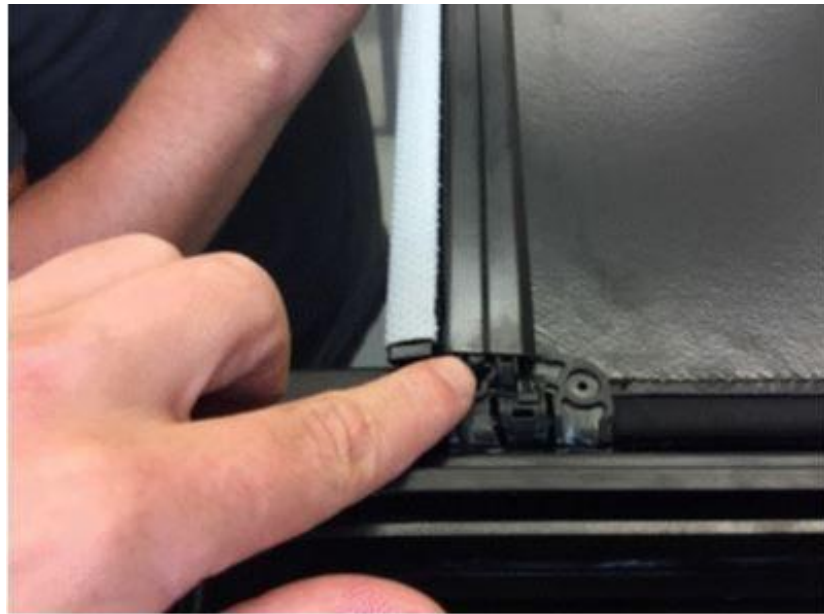
1. Remove the glass panel according to the Workshop Manual. The glass panel should remain removed until all work has been performed.

2. Close the roller blind by approx. 20 cm. (Figure 1).



**Figure 1.** Closing the roller blind.

3. Disconnect the blind from the drive cable and push the material of the blind back until the bolt of the material centering becomes visible (Figures 2 -4).



**Figure 2.** Move the blind back.



*Figure 3. Move the blind back.*



*Figure 4. Bolt visible.*

4. Remove bolts completely (Figure 5).



**Figure 5.** Remove the bolts.

5. Take out roller blind towards rear (Figure 6).



**Figure 6.** Roller blind moved toward rear.

6. Clean the marked areas using cleaning solution D 009 401 04 (Figure 7).



**Figure 7.** Areas to clean using cleaning solution D 009 401 04.

7. Then press down the roller blind pan and, starting on the underside, bond on 1 mm thick felt pieces and fold them from the rear forwards over the guide rail. (Figure 8 and 9).



**Figure 8.** Bonding felt pieces.



**Figure 9.** Felt pieces bonded.

8. Finally, apply locking compound (e.g. Loctite) to the bolt and re-tighten it to 3 Nm (Figures 10 – 12).



**Figure 10.** Bolt hole.



**Figure 11.** Locking compound application.



**Figure 12.** Tighten bolt to 3 Nm.

**Noises from front guide rail:**

9. Loosen the bolt a few turns. Do not unscrew completely (Figure 13).



**Figure 13.** Loosen the bolt a few turns but do not unscrew completely.

10. Lift the guide rail slightly with a plastic wedge. Then place a felt strip (20 x 20 mm), as shown in the illustration, between the guide rail and the head part of the frame. The liner of the felt strip must be removed. Part number for felt strip: 533 867 910 A. (Figure 14).



**Figure 14.** Isolation of guide rail and frame by the installation of a section of felt strip material.

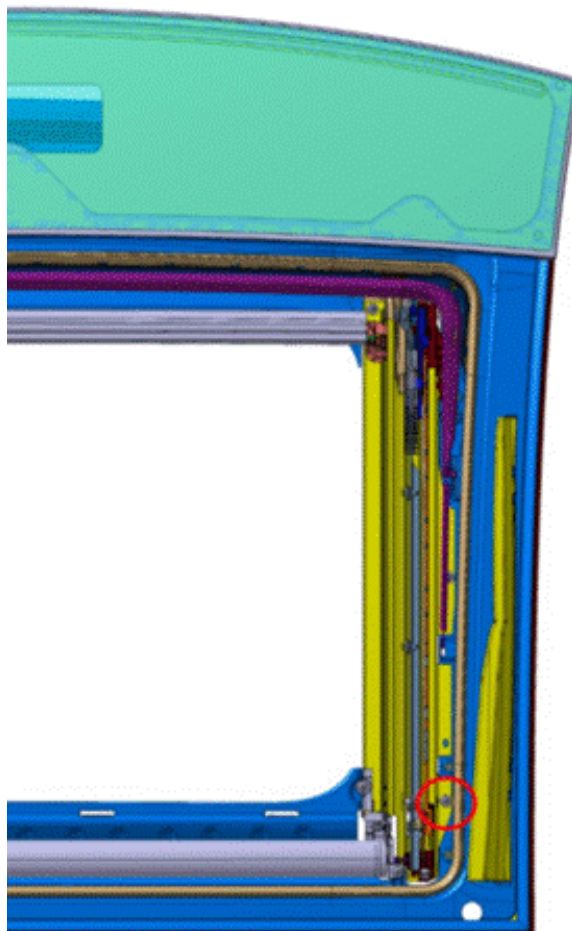
11. Tighten the bolt to 5 Nm (Figure 15).



**Figure 15.** Tighten the bolt to 5 Nm.

**Noises from rear guide rail:**

12. The location of the bolt can be seen in the following image (Figure 16).



**Figure 16.** Location of the bolt.

13. Loosen the bolt a few turns, but do not remove.

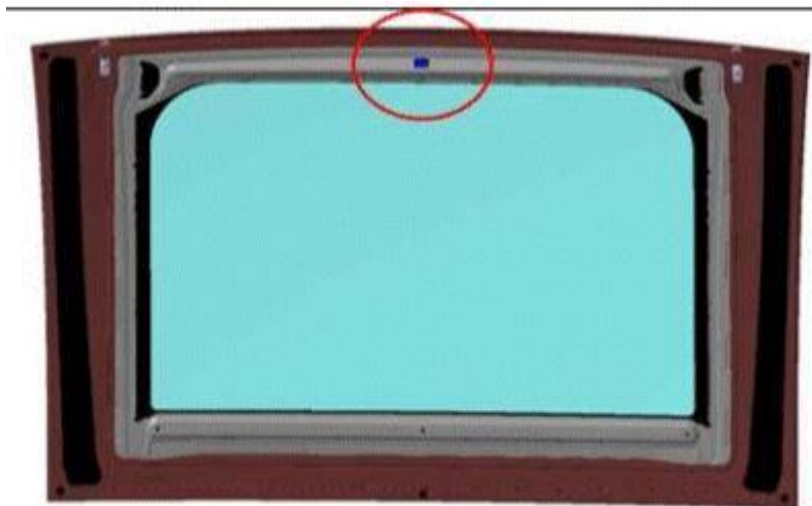
Insert a small plastic wedge between the metal panel and the frame (red arrow). Press the two parts slightly apart. Take spray lubricant G 060 567 A2 and spray it once or twice between metal panels as far as bolt. Then tighten bolt to specified torque again (Figure 17).



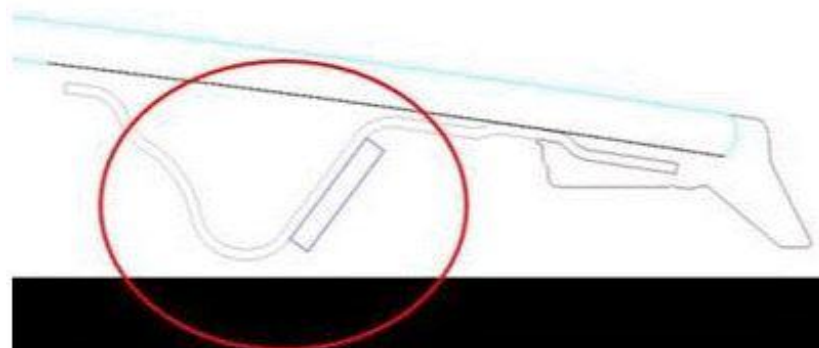
**Figure 17.** Loosen the bolt a few turns, but do not remove.

**Noises from front glass panel:**

14. Attach a felt strip in the center of the front glass panel (Figures 18 – 19).



**Figure 18.** Felt strip application.



**Figure 19.** Felt strip application.

15. Measure the center of the glass panel. Clean the surface with the cleaning solution D 009 401 04. Use the felt strip 533 863 288 A. Cut a 20 x 20mm piece and bond it onto the glass panel (Figure 20).



**Figure 20.** Felt strip bonded to glass panel.

16. Depending on the work performed, reassemble all components. If necessary, use the Workshop Manual. Finally, perform the basic setting of the glass panel and the blind (if necessary).

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	<ul style="list-style-type: none"> <li>Roller blind or front guide rail: 6028.</li> <li>Glass sunroof panel repair: 6039.</li> </ul>		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	<b>Roller blind repair:</b>		
	Glass tilting roof panel remove + reinstall	6039 1900	See SRT with associated operations
	Sunshade removal + reinstall	6070 1950	See SRT with associated operations
	Isolate points of contact in roller shade	6070 4199	20 TU
	<b>Front guide rail repair:</b>		
	Glass tilting roof panel remove + reinstall	6039 1900	See SRT with associated operations

	Sunshade removal + reinstall	6070 1950	See SRT with associated operations
	Repair 2 guide rails	6035 4299	15 TU
	<b>Glass sunroof panel repair:</b>		
	Glass tilting roof panel apply felt material	6039 4999	5 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2054270/10		

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 (**2054270**) 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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