

Technical Service Bulletin

Topic	60 Service info: sunroof roller blind does not work
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077195/1
Level	EH
Status	Released for publishing
Release date	Mar 10, 2025

New customer code

Object of complaint	Complaint type	Position
roof systems, special equipment -> panorama sliding sunroof -> panorama roof sun shade	component, automotive fluids -> cracked/broken	
body -> structure -> outer roof panel	appearance, surface -> wavy	
body -> structure -> reinforcement for roof	component, automotive fluids -> damaged	front
body -> structure -> reinforcement for roof	component, automotive fluids -> damaged	rear
roof systems, special equipment -> fabric sunroof -> fabric sunroof cover	component, automotive fluids -> loose	
roof systems, special equipment -> panorama sliding sunroof -> panorama roof sun shade -> panorama roof sun shade fabric	appearance, surface -> wrinkled	
roof systems, special equipment -> panorama sliding sunroof -> panorama roof sun shade -> panorama roof sun shade fabric	component, automotive fluids -> damaged	
roof systems, special equipment -> sliding/tilting sunroof -> sliding/tilting sunroof cover	appearance, surface -> bulge	
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> roof trim molding	appearance, surface -> wavy	left
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> roof trim molding	appearance, surface -> wavy	right
body attachments and installations -> trim, trim panels and floor covering -> sun shade guide rail trim	component, automotive fluids -> damaged	left
body attachments and installations -> trim, trim panels and floor covering -> sun shade guide rail trim	component, automotive fluids -> damaged	right

New workshop code

Object of complaint	Complaint type	Position
roof systems, special equipment -> panorama sliding sunroof -> slider for panorama sunroof sun shade	component, automotive fluids -> cracked/broken	left
roof systems, special equipment -> panorama sliding sunroof -> slider for panorama sunroof sun shade	component, automotive fluids -> cracked/broken	right

Vehicle data

Audi Q7

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4M*	2022	A		*	*	*
4M*	2023	A		*	*	*
4M*	2024	A		*	*	*
4M*	2025	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	F7	*	N	D	000001	999999		
WA1	*	F7	*	P	D	000001	999999		
WA1	*	F7	*	R	D	000001	999999		
WA1	*	F7	*	S	D	000001	999999		

Documents

Document name
master.xml

Condition

Customer states:

Sliding sunroof roller blind stuck.

Workshop findings:

Sliding sunroof roller blind can no longer be moved. Broken sliders (4M0877307B) block the guide rails.

Technical Background

Sunroof roller blind can no longer be opened. See figure 1 for picture of the fault. If a broken slider is determined as the cause of the fault after analysis (see figure 2), it can be assumed that the damage was caused by excessive force. As such, this is not a fault covered under warranty.

The fault occurs if the blind is pulled or pushed from the side with significant force.



Figure 1. Material does not fold. Slider on left or right is stuck.



Figure 2. Broken slider left / unbroken slider right.

Production Solution

Not applicable.

Service

Not applicable.

Warranty

Not a fault which is covered under warranty.

Additional Information

All part and service references provided in this TSB (**2077195**) 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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