

Technical Service Bulletin

Topic	60 A5, A6 e-tron: noises from glass roof
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078647/1
Level	EH
Status	Released for publishing
Release date	Aug 1, 2025

New customer code

Object of complaint	Complaint type	Position
roof systems, special equipment -> panorama sliding sunroof	noises, vibrations	
body -> structure -> outer roof panel	noises, vibrations -> noise	

Vehicle data

A5, A6 etron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU*	2025	A		*	*	*
GH*	2025	A		*	*	*

PR numbers

PR numbers
?:or ?:with 3FP

Documents

Document name
master.xml

Condition

Customer states:

- Creaking and cracking noises from roof when torsion acts on vehicle.

Workshop findings:

- The sealing lip of the glass roof element causes noise.

Technical Background

The PU sealing lip creates friction on the painted roof surface which causes the creaking/cracking noise.

Production Solution

Optimized sealing lip geometry from week 11/25 onwards.

Service

First make sure that the vehicle is clean and the roof area is dry.

Version 1: applies to A5 Sedan

- The **side and rear areas** between the sealing lip of the glass roof and the vehicle body must be lubricated with Krytox spray.

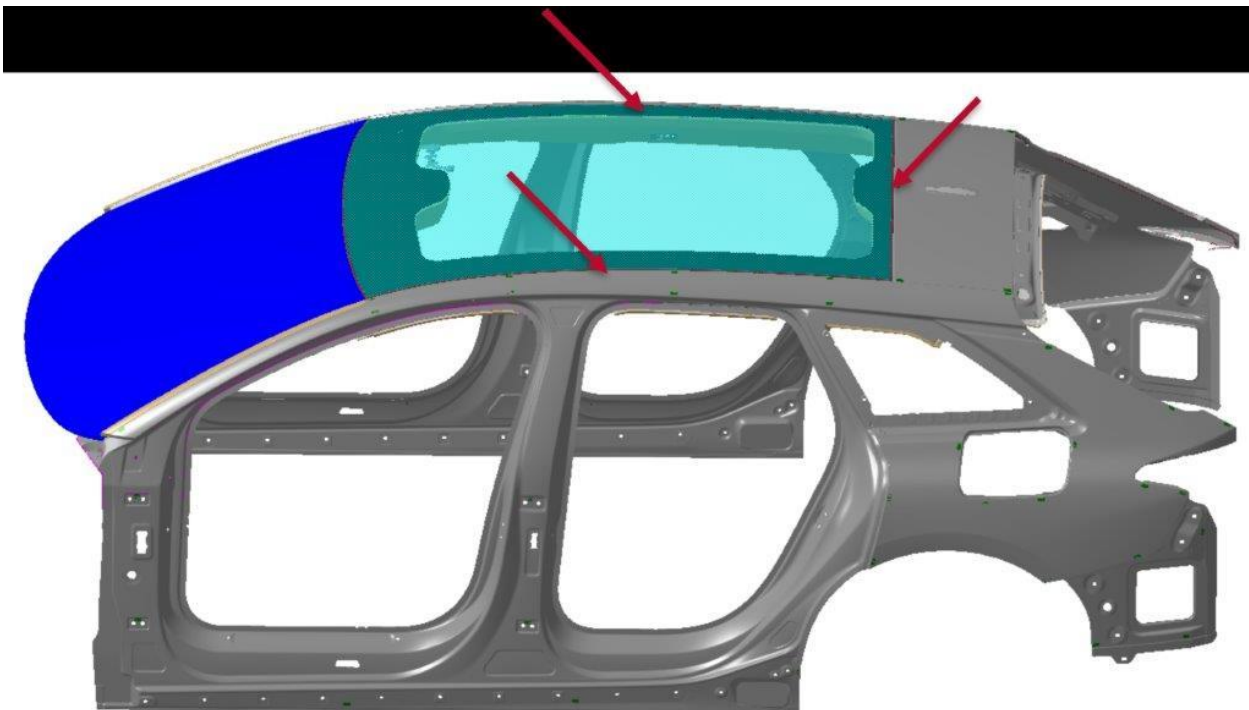


Figure 1. Lubricate the side and rear areas (red arrows).

Version 2: applies to A6 e-tron Sportback

- The **side areas** between the sealing lip of the glass roof and the vehicle body must be lubricated with Krytox spray.

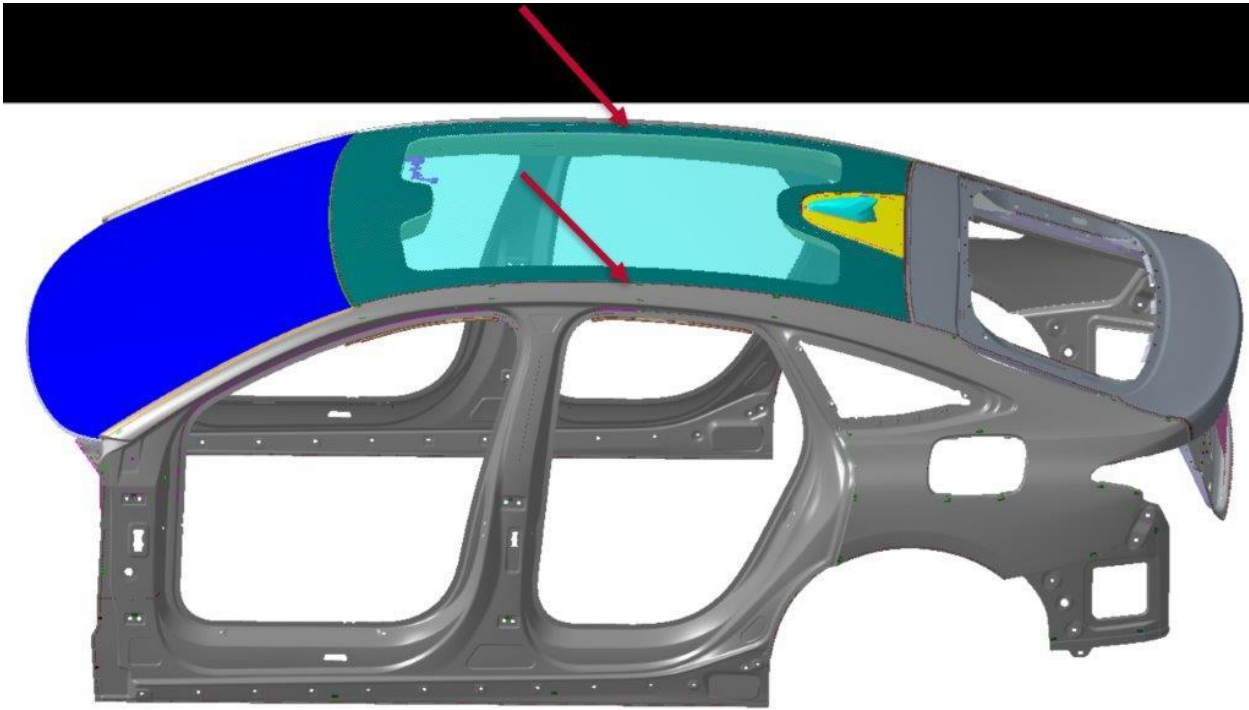


Figure 2. Lubricate the side areas (red arrows).

Proceed as follows:

Use measurement film VAS 895037.



Figure 3. Measurement film VAS 895 037.

Slide the measurement film between the seal of the glass roof and the vehicle body.



Figure 4. Measurement film.

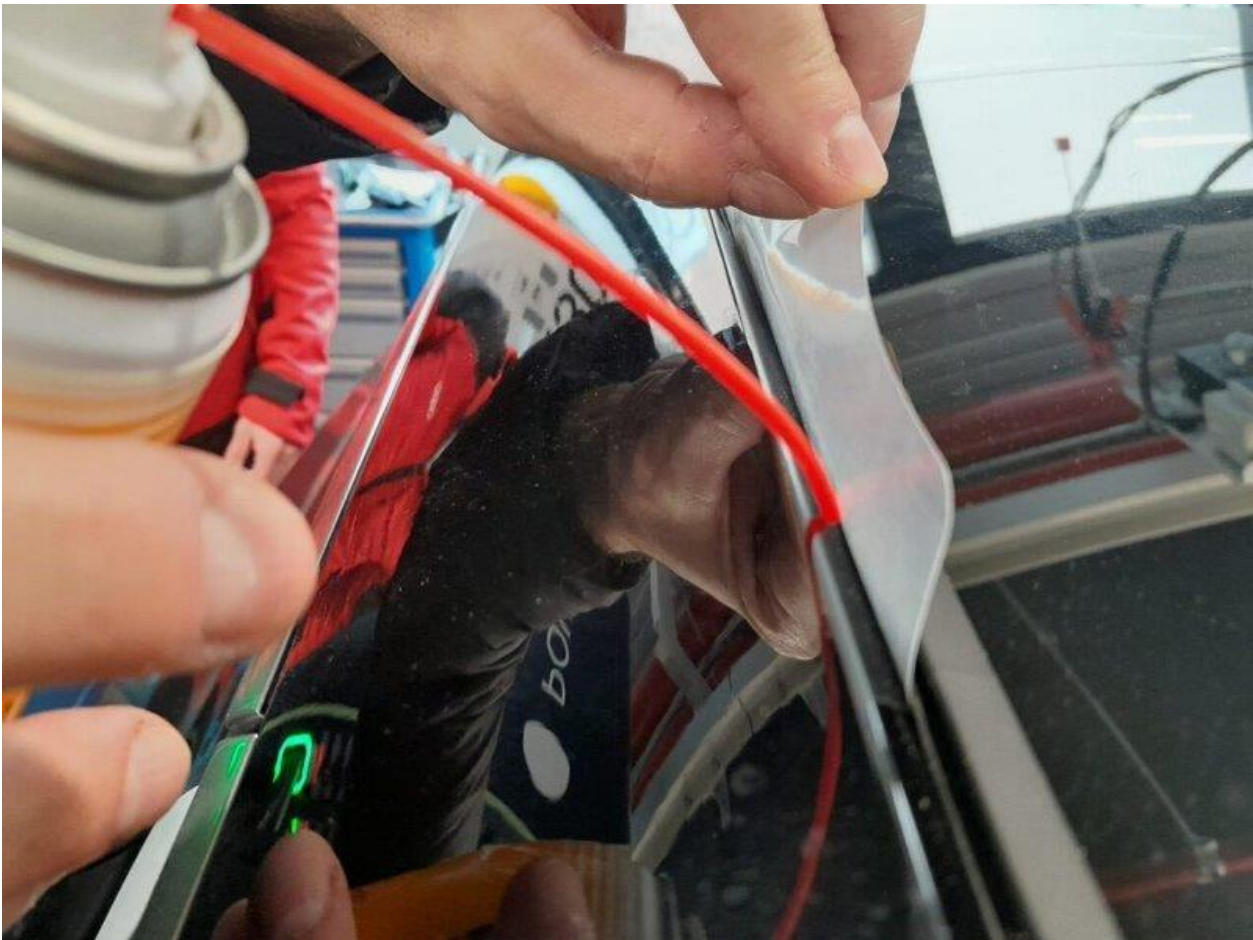


Figure 5. Slide the measurement film between the glass roof and the vehicle body.

Spray a little Krytox spray (G 052172 M2) between the seal and the vehicle body over the entire length of the seal on the left/right and at the rear. To do this, slide the measurement film from the beginning to the end of the seal in one movement and spray continuously. Make sure that Krytox spray is applied evenly over the entire length without any gaps. Only a small amount of Krytox spray is required. This means that the movement can be made quickly.

Finally, remove excess Krytox spray with a clean cloth.

When billing, please always attach photos that clearly show 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 people and/or face, license plates, or customer data.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6041		
Damage Code:	020		
Labor Operations:	Modify glass panel	6041 4999	30 TU
Claim Comment:	As per TSB 2078647/1		

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.

Required Parts and Tools

Part number	Designation	Quantity
G052172M2	Special lubricant spray	0.1



Additional Information

All parts and service references provided in this TSB (2078647) are subject to change and/or removal.

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