

Technical Service Bulletin

Topic	64 Noise from windscreen/dash panel area
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078650/1
Level	EH
Status	Released for publishing
Release date	Aug 1, 2025

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> instrument panel, center console	noises, vibrations	
body attachments and installations -> windows, power window regulators -> windshield	noises, vibrations -> noise	

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> windows, power window regulators -> windshield	noises, vibrations -> noise	

Vehicle data

A5, A6 e-tron, and Q5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU2*	2025	A		*	*	*
GHA*	2025	A		*	*	*
GUB*	2025	A		*	*	*
GUN*	2025	A		*	*	*

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

Transaction No.: **2078650/1**

64 Noise from windscreen/dash panel area

Release date: Aug 1, 2025

Condition

Customer states:

Noise from the dash panel/windscreen area when driving on uneven roads.

The noise seems to be coming from the dash panel, but if you move your head over the steering wheel, it can be heard coming from the upper part of the windscreen.

Workshop findings:

The noise is caused by the left and right windscreen pins.

The following is needed for repair:

- 2x 2 cm butyl adhesive sealing cord, a narrow sharp screwdriver or small chisel.

The following parts must be removed:

- A-pillar trim, sun visors (left and right).

Technical Background

The noise is caused by the left and right windscreen pins due to movement relative to the vehicle body.

These windscreen pins are required in the factory when bonding the windscreen to prevent it from slipping. The pins are no longer required after that.

Production Solution

A 2-component windscreen pin with softer plastic in the area in contact with the vehicle body will be implemented.

Date of implementation approx. week 25/2025

Service



Figure 1. The windscreen pin.

- Stick butyl adhesive sealing cord on the windscreen pin to prevent the pin from falling, otherwise this could cause noise after it is knocked out (see Figures 2, 3 and 4).



Figure 2. Use butyl adhesive sealing cord as pictured.



Figure 3. The butyl adhesive sealing cord covers the pin.



Figure 4. The butyl adhesive sealing cord covers the pin.

- Carefully knock out the windscreen pin with a sharp screwdriver.



Figure 5. Carefully knock out the windscreen pin with a sharp screwdriver.



Figure 6. Carefully knock out the windscreen pin with a sharp screwdriver.



Figure 7. Windscreen pin with butyl adhesive sealing cord after being removed.

The remains can be left in the vehicle as shown in Figure 8.



Figure 8. The remains of the pin can be left in the vehicle.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	6412		
Damage Code:	0020		
Labor Operations:	Remove and install 2 upper A-pillar trims	7057 2000	See SRT with associated operations
	Remove and install sun visor	6823 1950	See SRT with associated operations
	Remove and install right sun visor	6824 1950	See SRT with associated operations
	Remove windscreen and left and right windscreen pins	6410 5099	10 TU
Claim Comment:	As per TSB 2078650/1		

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 (**2078650**) 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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