

## Technical Service Bulletin

<b>Topic</b>	60 A6 Avant: water under front trim
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2069594/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Oct 17, 2025

### New customer code

Object of complaint	Complaint type	Position
body -> structure -> reinforcement for roof	contamination -> dirty	front
body -> structure -> A-pillar	contamination -> dirty	left
body -> structure -> A-pillar	contamination -> dirty	right outer
roof systems, special equipment -> panorama sliding sunroof	noises, vibrations	
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> roof trim molding	appearance, surface -> wavy	right
body -> structure -> A-pillar	contamination -> dirty	right
roof systems, special equipment -> panorama sliding sunroof -> panorama roof frame	leaks -> water entering	
roof systems, special equipment -> panorama sliding sunroof -> panorama roof frame	leaks -> not watertight	
body -> structure -> A-pillar	contamination -> dirty	left outer
entire vehicle -> vehicle areas -> roof	noises, vibrations -> noise	
entire vehicle -> vehicle areas -> roof	leaks -> water entering	
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> roof trim molding	appearance, surface -> wavy	left
body -> structure -> outer roof panel	contamination -> dirty	
roof systems, special equipment -> sliding/tilting sunroof	noises, vibrations	

## Vehicle data

### RS6 Avant

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A5*	2021	A		*	*	*
4A5*	2022	A		*	*	*
4A5*	2023	A		*	*	*

## PR numbers

<b>PR numbers</b>
?: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		*	*	*
4AH*	2023	A		*	*	*

## PR numbers

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

## Documents

<b>Document name</b>
<a href="#">master.xml</a>
<a href="#">attachment3.jpg</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Change to text) Revised <i>Condition</i> (Change to text) Revised <i>Technical Background</i> (Change to text) Revised <i>Production Solution</i> (Change to text) Revised <i>Service</i> (Change to text) Revised <i>Warranty</i> (Remove road test allowance)
1	03/07/2023	Initial publication

### Customer states:

- The customer complains that there are sloshing noises from the roof area when the vehicle is moving.

### Workshop findings:

- The workshops can reproduce the complaint and assign it to the panoramic sunroof.


## Technical Background

Water is not guided away from the panoramic sunroof via water drain hoses; it drains out of the sunroof frame under the bonded front trim and via the outer A-pillar. The problem here is that fine dirt can block the small water drain channel.

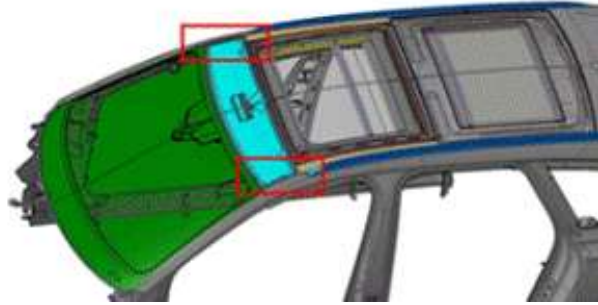
## Production Solution

The windscreen seal will be cut back at the edges to enlarge the water drain channel.

## Service

 <b>CAUTION</b>
<b>Make sure to observe accident prevention regulations.</b>

1. Figure 1 shows the area of the vehicle described.



**Figure 1.** Area of roof described.

2. Figure 2 shows the dirt in the front sunroof frame with the glass panel opened. Carefully remove all accumulated dirt.



**Figure 2.** Dirt in the front sunroof frame.

3. Figures 3 and 4 show the actual problem. The water drain channel is blocked by dirt here between the windscreen and the A-pillar. In the photographs, the front trim has been cut out so that this location can be seen.

**CAUTION: Do not cut the front trim out of the vehicle body.**



**Figure 3.** Water drain channel blocked by dirt.



**Figure 4.** Water drain channel blocked by dirt.

4. **Customer service solution:**

Clean the blockage

5. Close the sunroof all the way.

Remove the water deflector on the windscreen. Refer to the instructions in the Workshop Manual if necessary. (Figures 5, 6 and 7).



**Figure 5.** Water deflector.



**Figure 6.** Water deflector removed.

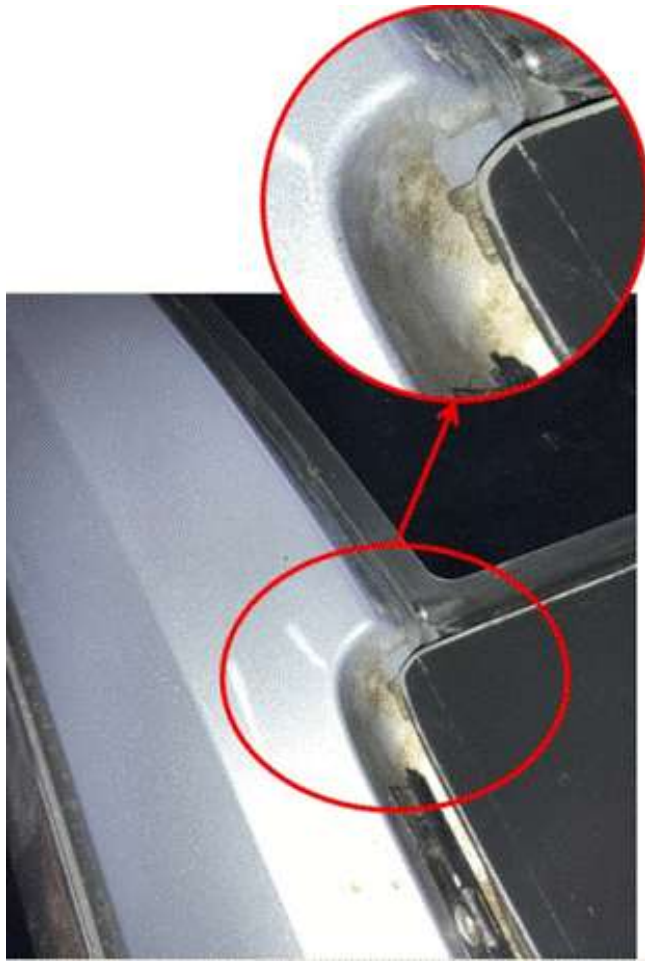


*Figure 7. Dirt in exposed channel.*

6. Now take a pneumatic gun and loosen the dirt. **The pneumatic gun must also be held pointed upwards so that the dirt under the front trim is also loosened.** (Figures 8 and 9).



*Figure 8. Removal of dirt and debris in the drainage channels using a pneumatic gun.*



**Figure 9.** *Dirt removed.*

7. The sunroof frame area must then be cleaned thoroughly from above with water and detergent. (Figures 10, 11 and 12).



**Figure 10.** *Rinsing the drainage channels.*



**Figure 11.** Rinsing the drainage channels.

8. If necessary, repeat the cleaning procedure multiple times until no more dirt particles are visible.



**Figure 12.** Drainage channels rinsed.

## 9. Cutting back windscreen sealing lip

Figures 13 and 14 show the upper windscreen sealing lip. The sealing lip must be cut back as far as possible from the red line to the right (yellow arrow). Please note that the seal under the windscreen must also be removed.



**Figure 13.** Sealing lip.



**Figure 14.** Cutting sealing lip.

**CAUTION**

Mask off the area with adhesive tape if necessary to prevent damage to paintwork.

**NOTICE**

Using a smaller knife makes it easier to cut back the seal. Ideally, a scalpel or small nail scissors (commercially available) should be used. The cutter knife shown in the image above is not ideal due to its width. In addition, the seal can be pulled out slightly using a small pair of pliers or tweezers so that it is possible to cut deeper.

10. Finally, fit the water deflector on the A-pillar again. (Figure 15).



Figure 15. Water deflector reinstalled.

## Warranty

<b>Claim Type:</b>	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	6048		
<b>Damage Code:</b>	0016		
<b>Labor Operations:</b>	Windshield trim (both sides) remove and reinstall.	6661 2099	20 TU
	Flush A-pillar drainage.	5106 2999	10 TU
	Flush sunroof frame drainage	6028 2999	10 TU
	Modify the lip seal of the windscreen cover profile.	6410 4999	10 TU
<b>Claim Comment:</b>	As per TSB 2069594/2		

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 (**2069594**) 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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