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Technical Service Bulletin

Transaction No.: **2078648/3**

60 Service info: billing for broken sunroof glass panel

Release date: Aug 4, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
All Audi vehicles	2017 – 2027	All	PR Code: 3FE or 3FU Or 3FB

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Revised PR codes) Revised <i>Condition</i> (Revised PR codes)
2	07/10/2026	Revised header (Updated models) Revised <i>Service</i> (Correction to claiming mileage restriction)
1	07/18/2025	Initial publication

Customer states:

- The glass part of the sunroof is broken.

Workshop findings:

- The glass panel is broken.

Technical Background

The glass roofs are manufactured by the glass supplier with a certain “inherent stress” on the glass. This inherent stress gives the glass its strength.

If a glass panel has no inherent stress or if the inherent stress is too high, it can break very easily and quickly.

The glass panels in our sunroofs are checked regularly to ensure quality and safety. Nevertheless, if a faulty glass panel is installed in a vehicle, it will break at the first shock. Driving over a manhole cover or curb is sufficient to cause this. Sometimes, even slamming the car door is enough to break the glass.

Production Solution

Not applicable.

Service

NOTICE

This bulletin may apply to vehicles still within the new model launch repair authorization period!

- **For vehicles still in the launch phase, the workshop must create a case with the Technical Assistance Center (TAC) per the repair authorization. Reference this TSB number in the first line of the TAC case.**

We (product support) have defined the time period that is used to decide whether there may be a defect. If a glass panel breaks within 3 months of vehicle delivery or within the first 1,864 miles (3,000 km), it must be replaced and sent in for analysis.

If a glass panel breaks after this time period, it must be due to an external impact (e.g. stone chipping). Any damaged parts submitted with a mileage of more than 1,864 miles (3,000 km)/ after 3 months will be charged back.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2078648**) 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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