

# Technical Service Bulletin



## 64 Exterior glass cleaning

64 14 36 2020552/5 September 23, 2014. Supersedes Technical Service Bulletin Group 64 number 13-29 dated August 14, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2003 - 2016	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (Added model year; added customer codes)
4	8/14/2013	Revised <i>Required Parts and Tools</i> (Updated part numbers)
3	8/1/2012	Revised header data (Added additional model years)
2	6/9/2009	Revised <i>Required Parts and Tools</i>
1	5/13/2009	Original publication

Windshield is streaked, has a snakeskin appearance, or its surface feels rough.

## Technical Background

Residue from industrial fallout as well as normal road dirt and grime may accumulate on windshield.

## Production Solution

Not applicable.

## Service



**Tip:** This procedure must be performed and verified before a wiper blade replacement. All Warranty claims will be rejected if a defect is not found.

1. Wash and dry all affected exterior glass surfaces.
2. Place wipers in service position (Figure 1).



*Figure 1. Windshield wipers in service position.*

3. Using household glass cleaner (such as Windex<sup>®</sup> or 3M<sup>™</sup> Glass Cleaner), clean residue from wiper blades (Figure 2).



**Tip:** Do *not* use 3M<sup>™</sup> Glass Polishing Compound to clean the wiper blades.



*Figure 2. Cleaning wiper blades.*

4. Shake bottle of 3M™ Glass Polishing Compound (Figure 3) to mix product evenly.



**Figure 3.** 3M™ Glass Polishing Compound.

5. Apply cleaner directly to outside of windshield on both driver and passenger sides (Figure 4).



**Figure 4.** Cleaner applied to the windshield.

6. Use a clean, dry microfiber cloth (such as 3M Perfect-It™ III Auto Detailing Cloth Yellow) (Figure 5) to vigorously clean windshield with long, horizontal strokes (Figure 6).  
Try to avoid applying product to window trim.



*Figure 5. Detailing cloths.*



*Figure 6. Using horizontal strokes to clean the windshield.*

7. Allow to dry until a fine film layer (haze) forms.



**Tip:** Drying time is based on ambient temperatures. Temperatures of 60°F (15°C) or lower can extend drying time.

8. Use a garden hose to rinse the windshield. Also rinse any product that was inadvertently applied to the trim (Figure 7).



*Figure 7. Rinsing the windshield.*

9. With a clean, dry microfiber cloth, dry and buff glass to a clean shine (Figure 8).



*Figure 8. Drying the windshield.*

10. With warm water, wet and ring out microfiber cloth. Wipe off any residue that made contact with trim or rubber.

## Warranty

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

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## Required Parts and Tools

Part Number	Part Description	Quantity
3M61009	3M™ Glass Polishing Compound (Please order through Service Supplies eStore. Sherwin Williams Drop Ship Program)	1
3M06020	3M™ Perfect-It™ III Auto Detailing Cloth Yellow	1

## Additional Information

All parts and service references provided in this TSB (2020552) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.