



Technical Service Bulletin

70 Noises from headliner/sunroof area

70 20 70 2044417/8 February 20, 2020. Supersedes Technical Service Bulletin Group 70 number 17-65 dated November 1, 2017 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------------|-------------|-----------|----------------------------|
| A4 allroad, Q7 | 2017 - 2018 | All | Not Applicable |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 8 | - | Revised <i>Warranty</i> (Updated Labor Ops) |
| 7 | 11/01/2017 | Revised <i>Service</i> (Updated step 7 with a clearer image for tape location) |
| 6 | 09/20/2017 | Revised header (Added MY 2018 Q7 and MY 2017 – 2018 allroad) |

Customer states:

They hear a rattle from the headliner area

Technical Background

The noises can be caused by movement in the clips that attach the headliner to the sunroof frame or movement between components of the sunroof frame.

Production Solution

Felt material has been added to points of contact in production.

Service



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1. Test drive the vehicle (preferably with the customer) and duplicate the noise. Applying pressure to areas of the headliner around the perimeter of the sunroof will eliminate the noise, confirming the root cause.
2. Remove the headliner. The clips shown in the illustration will need webbing adhesive tape (D 004350A2) (Figure 1).



Figure 1. Location of the headliner to sunroof frame clips.



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3. Remove the clips and apply the webbing adhesive tape underneath them, as shown (Figure 2).



Figure 2. Location of the webbing adhesive tape application.



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4. Reinstall the clips (Figure 3).



Figure 3. Clips reinstalled.



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5. Apply webbing adhesive tape to the sunroof frame lip at each clipping point (Figure 4).

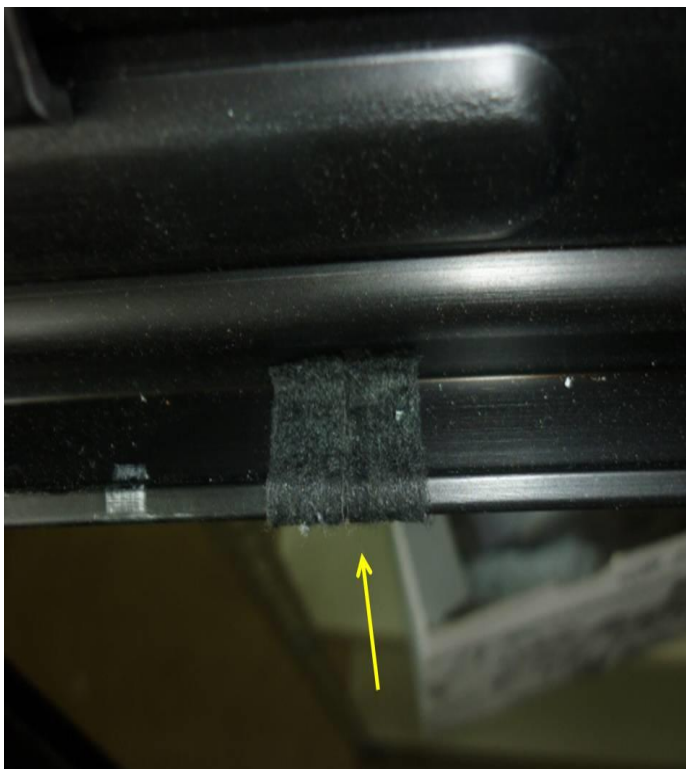


Figure 4. Application area on sunroof frame area of clip engagement.

6. There are two additional points of contact at the front sunroof frame plates that could be a source for noise (Figure 5).



Figure 5. Areas of the sunroof frame to be isolated with webbing adhesive tape.



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7. Apply webbing adhesive tape between the sections of the sunroof frame plates on both the right and left sides as shown in the illustration (Figure 6).



Figure 6. Webbing adhesive tape applied between the side and front sunroof frame plates.

8. Perform a final test drive to confirm that the noise has been eliminated.

Warranty

| | | | |
|--------------------------|--|-----------|---------|
| Claim Type: | <ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 7084 | | |
| Damage Code: | 0020 | | |
| Labor Operations: | Headliner remove + reinstall - Allroad | 7084 1910 | See SRT |
| | Headliner remove + reinstall – Q7 | 7084 1900 | See SRT |
| | Apply fleece tape to headliner clips and sunroof frame plates | 7084 9999 | 30 TU |



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| | | | |
|-------------------------|--------------------------------------|--------------|-------|
| Diagnostic Time: | GFF | No allowance | 0 TU |
| | Road test prior to service procedure | 0121 0002 | 10 TU |
| | Road test after service procedure | 0121 0004 | 10 TU |
| Claim Comment: | As per TSB #2044417/8 | | |

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

| Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. | | |
|---|---|---------------|
| Part Number | Part Description | Quantity |
| D 004350A2 |  Webbing Adhesive Tape | 0.1 |
| See ETKA | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |

Additional Information

All parts and service references provided in this TSB (2044417) are subject to change and/or removal.

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