



# Technical Service Bulletin

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## 64 Exterior glass cleaning

64 20 74 2020552/9 May 8, 2020. Supersedes Technical Service Bulletin Group 64 number 18-59 dated August 6, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2010 - 2021	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
9	-	Revised header (Added model years)
8	08/06/2018	Revised header (Added model years) Revised <i>Required Parts and Tools</i> (Change to product numbers)
7	04/28/2017	Revised header (Added model years)

### Customer states:

- The 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 the windshield.

## Production Solution

Not applicable.



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## Service



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

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



*Figure 1. Windshield wipers in the service position.*

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



**Tip:** Do *not* use the 3M™ 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.*



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5. Apply cleaner directly to the outside of the 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™ Microfiber Detail Cloth - Yellow) (Figure 5) to vigorously clean windshield with long, horizontal strokes (Figure 6).  
Try to avoid applying the product to the window trim.



*Figure 5. Detailing cloths.*



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



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7. Allow drying time until a fine film layer (haze) forms.



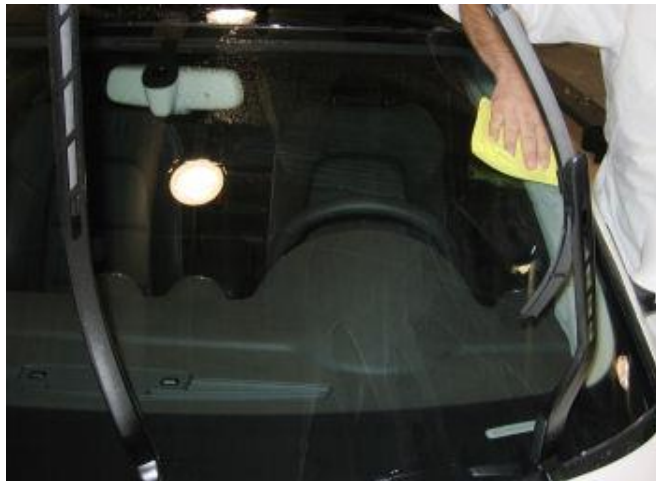
**Tip:** Drying time is based on ambient temperatures. Temperatures of 60°F (15°C) or lower can extend drying time.

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
60150	3M™ Glass Polishing Compound (Please order through Audi Top Service Supplies & Touch Up Paint eStore)	01
39016	3M™ Microfiber Detail Cloth – Yellow (Please order through Audi Top Service Supplies & Touch Up Paint eStore)	01

## Additional Information

All parts and service references provided in this TSB (2020552) are subject to change and/or removal. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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