



# Technical Service Bulletin

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## 91 Radio: Noise from FM/AM sources while the rear window heater is active

91 21 86 2062713/1 March 29, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2005 - 2022	All	Not Applicable

## Condition

### Customer states:

- Static is audible on FM or AM channels while the rear window heater is activated.
- All channels are affected.
- The **static disappears** as soon as the rear window heater is **deactivated**.

## Technical Background

Micro-cracks in the heating or antenna wires that are printed on the rear window can cause electro-magnetic interference in the radio antenna boosters.

Most often, damaged heating or antenna wires are caused by outside influence, for example the storage of objects with sharp edges (umbrellas or large containers) on the hat shelf or trunk of the vehicle that contact and scrape against the rear window.

The application of window tint can also cause the wires to become damaged.

## Production Solution

Not applicable.

## Service

1. Verify that the concern only occurs while the rear window heater is activated. Otherwise, this TSB does not apply.



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2. Inspect the rear window for damage and scratches possibly caused by outside influence (see Figure 1 for an example of a scratch indicating misuse).

In case such damage is found, inform the customer that the damage is caused by outside influence and that the repair cannot be billed on warranty before replacing any parts.



**Figure 1.** Scratched rear window, visible with the naked eye.

3. Replace the rear window.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	6489		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Inspect rear window for damage	6486 9999	5 TU
	Heated rear window replace	6486 5500	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2062713/1		

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
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See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Heated rear window	01

## Additional Information

All parts and service references provided in this TSB (2062713) are subject to change and/or removal.

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