



# Technical Service Bulletin

## 64 Frameless window auto-drop function inoperative in freezing weather

64 22 83 2062618/2 April 16, 2022. Supersedes Technical Service Bulletin Group 64 number 21-77 dated March 12, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5 Cabriolet, and S5 Cabriolet	2010 – 2023	All	Not Applicable
RS 5 Cabriolet	2013 – 2015		
A7	2012 – 2023		
S7	2013 – 2018 2020 – 2023		
RS 7	2014 – 2018 2021 – 2023		
A3 Cabriolet	2015 – 2019		
TT, TTS, and TT Roadster	2016 – 2023		
TT RS	2018 – 2022		
A5, A5 Sportback, S5, and S5 Sportback	2018 – 2023		
RS 5	2018 – 2019 2021 – 2023		
RS 5 Sportback	2019 2021 – 2023		
A7 e quattro	2021 – 2022		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added model years)



# Technical Service Bulletin

---

1	03/12/2021	Initial publication
---	------------	---------------------

## Customer states:

- Front and/or rear doors cannot be opened or closed in freezing weather.

## Workshop findings:

- The windows are frozen to the outer window slot seals. The windows cannot drop when trying to open/close the doors.
- The window auto-drop function is inoperative due to snow and ice build-up.

## Technical Background



# Technical Service Bulletin

---

If snow and ice collect on the windows and the outer window slot seals, the function that lowers/raises the windows when opening/closing the doors may not operate, even if the window slot seal is of the latest generation. In freezing weather, the window auto-drop function can be blocked by snow and ice building up between the windows and the outer window slot seals (Figure 1).



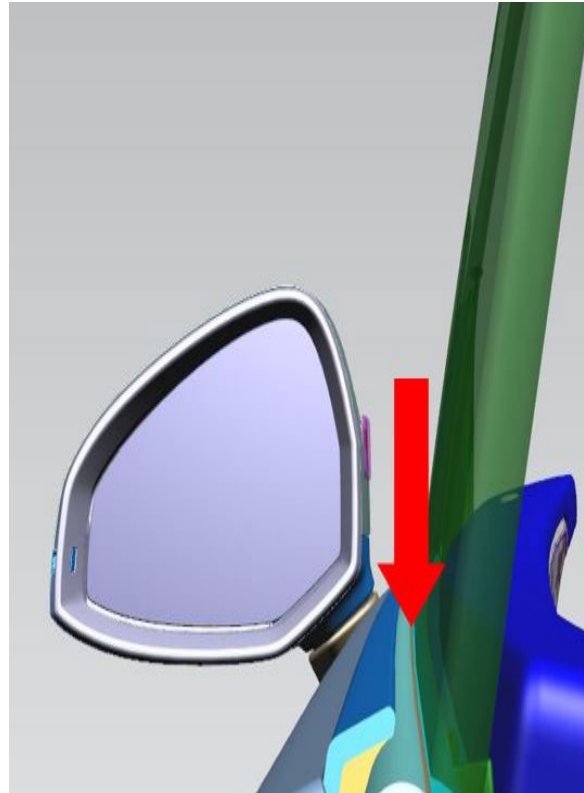
*Figure 1. Snow and ice build-up on window and window slot seal surfaces.*



# Technical Service Bulletin

---

Due to snow and ice adhesion the window and window slot seal can be bonded, resulting in a blockage that can render the window auto-drop function inoperative (Figure 2).



*Figure 2. Area where snow and ice can adhere, disabling window operation.*

## Production Solution

Not Applicable.

## Service

1. With a plastic scraper, remove snow and ice from the windows as described in the owner's manual.



# Technical Service Bulletin

---

2. If needed, spray an Audi approved solvent-free de-icer on the windows to remove any snow/ice from the contact area of the outer window slot seal to the window (Figure 3).



*Figure 3. Solvent-free de-icer spray melts snow and ice and eliminates blockage.*

3. Check operation of doors and windows to ensure proper functionality of the window auto-drop function when opening and closing the doors.



**Tip:** Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

## Warranty

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



# Technical Service Bulletin

---

## Additional Information

More information on this system can be found in the following resources:

- Owner's Manual: chapter "Care and cleaning".

All part and service references provided in this TSB (2062618) 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.

©2022 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.