

# **Technical Service Bulletin**

#### 68 Rear window sunshade on rear hatchgate does not retract

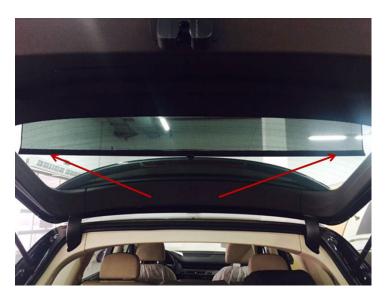
68 22 36 2043852/2 April 16, 2022. Supersedes Technical Service Bulletin Group 68 number 16-18 dated May 11, 2016, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
2017	Q7	000001 – 002241	Not Applicable

### Condition

REVISION H	REVISION HISTORY			
Revision	Date	Purpose		
2	-	Revised header (Add VIN break)		
		Revised Warranty (Update claiming information)		
1	05/11/2016	Initial publication		

When the rear window sunshade is lowered, the material does not fully retract into its cassette (Figure 1).



*Figure 1. Rear window sunshade has lost its tension and does not fully retract.* 

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# **Technical Background**

The recoil mechanism in the rear window sunshade is faulty. As a result, the shade material hangs loosely on the rear lid lower trim panel.

## **Production Solution**

An improved axle and recoil mechanism have been implemented in production.

#### **Service**

Remove the rear lid lower trim panel and replace the rear window sunshade assembly.

#### Warranty

Claim Type:	<ul> <li>110 up to 48 Months/50,000 Miles.</li> <li>G10 for CPO Covered Vehicles – Verify Owner.</li> <li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
Service Number:	6896		
Damage Code:	0018		
Labor Operations:	Tailgate trim panel remove+ reinstall	7092 1902	See SRT with associated operations
	Sunshade remove + reinstall	6896 1951	See SRT with associated operations
Diagnostic Time:	GFF	No allowance	0 TU

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	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2043852/2		

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**

Part Number	Part Description	Quantity
4M0861325X XXX	Sunshade for rear window	1

## **Additional Information**

All parts and service references provided in this TSB (2043852) are subject to change and/or removal.

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