



# 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 HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add VIN break) Revised <i>Warranty</i> (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 style="list-style-type: none"><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
<b>Claim Comment:</b>	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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