



# Technical Service Bulletin

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## 64 Exterior glass cleaning

64 22 85 2020552/11 July 5, 2022. Supersedes Technical Service Bulletin Group 64 number 21-80 dated May 6, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Models	2010 – 2023	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
11	-	Revised header (Added model years)
10	05/06/2021	Revised header (Added model years and new models)
9	05/08/2020	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.



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## Production Solution

Not applicable.

## 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

*Figure 2. Cleaning wiper blades.*



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Polishing Compound  
to clean the wiper  
blades.

4. Shake bottle of 3M™  
Glass Polishing  
Compound (Figure 3)  
to mix product  
evenly.



*Figure 3. 3M™ Glass Polishing Compound.*

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.*



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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.*

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



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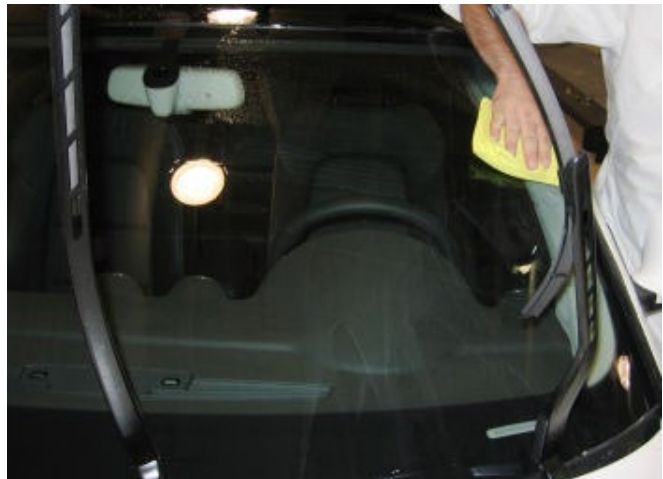
**Tip:** Drying time is based on ambient temperatures. Temperatures of 60°F (15°C) or lower can extend drying time.

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.



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## Warranty

This TSB is informational only and not applicable to any 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
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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