

# Technical Service Bulletin



## 64 Faint images appear on the windshield

64 23 88 2047061/5 March 31, 2023. Supersedes Technical Service Bulletin Group 64 number 23-86 dated January 24, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2013 – 2024	All	Not Applicable

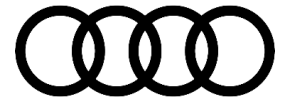
## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Condition</i> (Modified customer statement) Revised <i>Service</i> (Modified cleaner) Revised <i>Required Parts and Tools</i> (Removed table) Revised <i>Warranty</i> (Added service numbers and modified labor operation)
4	01/24/2023	Revised header (Added MY 2023 and 2024) Revised <i>Warranty</i> (Changed labor operation)
3	04/15/2021	Revised header (Added MY 2022)

### Customer states:

At certain sunlight entry angles or with fog on the inside of the windshield or window, faint images can be seen. The images vary from production sticker afterimage or an image of the suction cups used to install the windshield or window in production.

## Technical Background



Residue from suction cups or labels can transfer to the glass and, while not visible under normal conditions, can be seen under certain lighting or moisture conditions (Figure 1).



**Figure 1.** Faint images on the window.

## Production Solution

Not Applicable

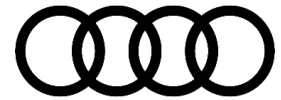
## Service

This residue can be removed using commercially available clear and odorless paraffin lamp oil. Apply moderate pressure while cleaning.

## 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>	6414 Or 6489 Or 6440 Or 6460		
<b>Damage Code:</b>	0030		
<b>Labor Operations:</b>	Clean residue from inside of the glass	64xx 2999	30 TU

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<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	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 2047061/5		

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.

## Additional Information

All parts and service references provided in this TSB (**2047061**) are subject to change and/or removal.  
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