



# Technical Service Bulletin

## 60 Panoramic sunroof opening outer perimeter seal is loose

60 23 68 2063187/4 October 9, 2023. Supersedes Technical Service Bulletin Group 60 number 23-64 dated March 31, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 – 2024	All	Not Applicable
Q5, and SQ5	2018 – 2024		
A4, A4 allroad, S4, and Q3	2019 – 2024		
e-tron quattro	2019 2021 – 2024		
Q5	2019 – 2023		
e-tron Sportback quattro, Q5 e-quattro, SQ7, SQ8, and RS Q8	2020 – 2024		
e-tron S quattro, Q4 e-tron, and Q4 Sportback e-tron	2022 – 2024		
Q8 e-tron, and Q8 Sportback e-tron	2023		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Warranty</i> (Generalize SRTs across all models)
3	03/31/2023	Revised Header (Add Q4 e-tron and Q4 Sportback e-tron) Revised <i>Warranty</i> (Add Q4 e-tron and Q4 Sportback e-tron)
2	01/09/2023	Revised <i>Warranty</i> (updated Labor Operation)

### Customer states:

One or a combination of the following symptoms:

- They hear wind noise in the roof area with the sunroof panel closed.



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- They have seen water drip from the headliner area.
- The sunroof opening perimeter seal is distorted and/or not flush with the roof panel.

## Technical Background

The adhesion of the sunroof opening perimeter seal to the roof panel may be compromised or have failed completely. There could possibly be any degree of detachment which could cause the symptoms specified in this TSB. Any detachment whatsoever discovered in the inspection is a possible point of entrance for wind and/or water into the cabin. Any detachment must be corrected by replacement of the sunroof opening perimeter seal.

## Production Solution

Not applicable.

## Service

1. Begin the inspection of the sunroof opening perimeter seal adhesion by fully opening the front sunroof glass panel (Figure 1).



*Figure 1. Front sunroof panel open.*



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2. Press the seal downwards and inwards with your fingers until the adhesive tape for the seal is visible (Figure 2). The foam adhesive tape may be stretched but it must not be loose or detached from the roof panel to any degree.



**Figure 2.** Checking the adhesion quality.

3. Figure 3 shows a properly adhered adhesive band.



**Figure 3.** A properly adhered perimeter seal.

4. Repeat this procedure centimeter by centimeter over the entire length of the front sunroof opening. When this is completed, close the front sunroof panel.
5. Using the same inspection principle used in the inspection of the front portion of the sunroof opening perimeter seal check the seal adhesion in the rear portion of the sunroof opening (Figure 4).



**Figure 4.** Begin inspection of the rear portion of the perimeter seal.



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6. Figures 5 - 8 clearly show that the adhesive tape has come loose from the vehicle body. The obvious color and shape difference at the point of contact revealing the gaps is evidence of detachment.



**Figure 5.** Clear evidence of adhesive detachment.

7. A gap in the attachment is revealed in the examples in Figures 5 - 8.



**Figure 6.** Seal adhesive band detachment revealed.



**Figure 7.** Adhesive band detachment.



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**Figure 8.** Close-up view of the detachment area from Figure 7.

8. The locations where the adhesion is compromised or has failed is a possible entry point for water into the cabin. The area directly below these openings is outside the area of the sunroof drainage. If any adhesion is found to be compromised or failed to any extent replace the sunroof opening perimeter seal. Follow the procedure in ElsaPro explicitly to ensure proper seal adhesion paying particularly close attention to the adhesion surface preparation.
9. Remember to set the sunroof panel and rollershade end stop adaptation after reassembly using the sunroof panel and rollershade switches. Refer to TSB 2054505: *60 Sunroof glass panel or sunroof rollershade do not operate* for instructions.

## Warranty

<b>Claim Type:</b>	<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>		
<b>Service Number:</b>	6042		
<b>Damage Code:</b>	0018		
	Sunroof opening perimeter seal inspection	6042 0199	20 TU




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<b>Labor Operations:</b>	Roof opening perimeter seal remove and reinstall	6042 19XX	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 10 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB 2063187/4		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
D 00940104 or equivalent surface preparation solvent (e.g. isopropyl alcohol)	 <p>All Purpose Cleaner</p>	0.2



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D 355205A2 or equivalent adhesion promoter (e.g. 3M™ 111 Adhesion Promoter or AC77 Adhesive Primer)	 Bonding Agent	0.2
D 00950025 (or equivalent)	 Primer applicator	01

Tool Number	Tool Description
VAS1978/14A	 Hot Air Blower



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Roller

## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2054505: *60 Sunroof glass panel or sunroof rollershade do not operate.*
- TSB 2056944: *60 Water entry into cabin from the sunroof area.*

All parts and service references provided in this TSB (**2063187**) are subject to change and/or removal.

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