



# Technical Bulletin

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Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Except Routan	2009-2014	All	All	All	All

## Condition

66 13 01 July 16, 2013 2027119 Supersedes T.B. V661101 dated August 11, 2011 to include additional model year applicability.

### Damage on External Chrome or Aluminum Surfaces

#### Customer statement:

Complaints on external chrome/aluminum surfaces (for example trim/protective strips, batches and so on):

- bubbles
- flaking-off
- cracks

## Technical Background

The surfaces of chrome parts can get damaged in the production process or by external influences.

## Production Solution


Not applicable.

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## Service

### Conditions Covered by Warranty

Illustrations of components with complaints on the chrome coating:

Damage code	Possible cause	Measure	Warranty
<b>Bubbles</b>	Surface defect in production (no external impact).	Parts replacement	Yes
			

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<b>Flaking-off</b>	Surface defect in production (no external impact).	Parts replacement	Yes
			
<b>Cracks</b>	Surface/material defect in production (no external impact).	Parts replacement	Yes
			



**Tip:**

If parts are replaced according to the repair manual, the following points must be observed:

- Do not bend the components as this can lead to tiny cracks in the surface.

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## Conditions Not Covered by Warranty

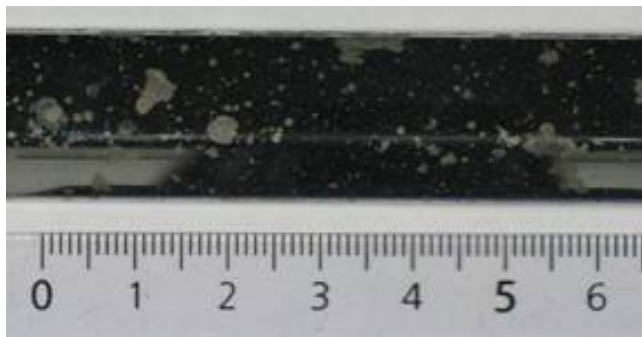
Complaints on external chrome/aluminum surfaces (for example trim/protective strips, batches and so on):

- marks (brown)
- stone chips
- rust film
- oxidation
- matt/cloudy/milky marks
- hairline cracks in the surface


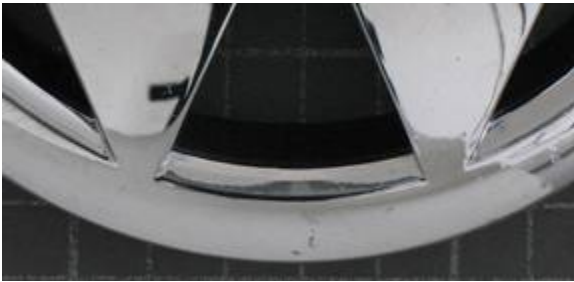
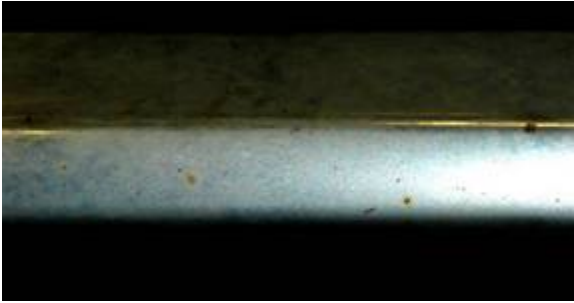
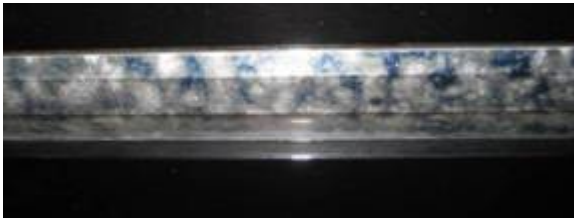
The surfaces of chrome and anodized aluminum parts can get damaged by:

- external influences
- improper cleaning
- improper cleaning products.

Damage code	Possible cause	Measure	Warranty
<b>Brown marks</b>	External impact through road salt	Polish / parts replacement	No






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<b>Stone chips</b>	Damage through external impact	Parts replacement	No
			
<b>Rust film/industrial dust</b>	External impact	Clean/polish	No
			
<b>Oxidation</b>	Permanent dirt (particularly in areas with a lot of humidity/dirt, for example: sill panels)	Polish	No
			

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Illustrations of components with complaints on the anodized aluminum:

Damage code	Possible cause	Measure	Warranty
<b><i>Matt/cloudy/milky marks</i></b>	Discoloring through alkaline cleaner	Polish/parts replacement	No
			
<b><i>Hairline cracks in the anodized coat</i></b>	External impact through possible bending of the components during the installation in service	Parts replacement	No
			



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## Warranty

Information only.

## Required Parts and Tools

Not applicable.

## Additional Information

### **Cleaning/polishing recommendation:**

- Do not use any alkaline, acidic or chafing cleaners, as they can damage the surfaces of the components (particularly the anodized coat with aluminum).
- Before the treatment the components must be clean and dry.
- Commercially available wax-containing chrome/ aluminum polish can be used.
- Observe the instructions of the cleaners.

### **When washing the car alkaline cleaners are often used.**

As they are sometimes highly concentrated, they must be completely rinsed off with water. Dry the surfaces with a soft cloth. This is particularly important on hot days, as the water quickly evaporates, leaving cleaner residues.

Avoid direct sunlight when cleaning the car.

Particularly in winter dirt and salt must be quickly removed.

### **Observe the following instruction from the owner's manual:**

- Dampen a clean, soft cloth with water and clean the surfaces with it.
- If the surfaces are very dirty, use solvent-free care products.
- Dry cleaned chrome and aluminum parts and polish them with a soft, dry cloth.

### **To prevent the chrome and aluminum parts from future damage:**

- Do not clean or polish chrome and aluminum parts in direct sunlight.
- Do not clean or polish chrome and aluminum parts in a dusty or sandy environment.
- Do not use any care product which chafes.
- Do not use insect or kitchen sponges or similar.
- Do not polish dirty surfaces.
- Do not use solvent-containing cleaners.
- Do not use hard wax.



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All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.