



# Technical Service Bulletin

---

## 51 Vehicle inspection, protection removal, and detailing

51 20 13 2009967/16 March 12, 2020. Supersedes Technical Service Bulletin Group 51 number 18-12 dated August 6, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2012 – 2023	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
16	-	Revised header (Corrected Elsa display issue)
15	08/06/2018	Revised header (Added model years) Revised <i>Service</i> (Revised products and product numbers) Revised <i>Required Parts and Tools</i> (Revised products and product numbers)
14	09/15/2017	Revised header (Added model years) Revised <i>Service</i> (Updated instructions)

Instructions for vehicle inspection, protection removal, and detailing.

## Technical Background

Not applicable.

## Production Solution

Not applicable.



# Technical Service Bulletin

---

## Service

### INDEX OF INFORMATION

- The detailer's role
- Inspecting vehicle cover for damage (to be completed within 48 hours of delivery to dealership)
- Shipping damage
- Spin-woven covers, removal, and disposal
- Rapguard® removal and disposal, vehicle inspection, and residue removal
- Exterior body, wheels, and tires
- Paint finish, inspecting for swirl marks
- Exterior glass, cleaning
- Interior, cleaning
- Additional information



**Tip:** Part numbers listed in this bulletin are for reference only. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.

### The detailer's role

The impact you have on the Audi customer is immense. You play a vital role in delivering a perfect Audi to your customers. The delivery process is exciting for our customers. Your attention to detail will give an Audi customer a positive experience about his or her new car far beyond the first day of delivery. By preparing a perfectly-detailed vehicle for your customer, you are not only meeting or exceeding your customer's expectations, you are also helping to eliminate any buyer's remorse (the feeling of anxiety people experience after making a large or important purchase).

To help you with your detailing role in the perfect delivery process, refer to the Audi Vehicle Detail Report. This form can be found on ServiceNet.

Forms for the Perfect Delivery procedure can be viewed on ServiceNet and in the PDI chapter of the Audi Top Service Process Guide in [→ AccessAudi.com](#)

Unless otherwise instructed, the completed and signed checklist should be left in the glove box of the vehicle for easy access by the Audi Brand Specialist (ABS).

Please know that you have a team behind you with excellent products and support to enable you to make a perfect delivery each and every time!

By utilizing the following procedures, you will be able to exceed the customer's expectations and deliver the finest vehicle possible.



# Technical Service Bulletin

---

## Inspecting vehicle cover for damage

1. When the vehicle arrives at the dealership, the spin-woven cover should be inspected for damage. If the cover is damaged or if obvious damage is seen due to the cover having come loose during transportation remove the cover and inspect the vehicle for damage. Note any damage on the shipping invoice and have the driver sign the invoice.
2. Within 48 hours after arrival at dealership, inspect the complete spin-woven cover for damage. If the spin-woven cover is damaged (torn, cut, etc.), remove the cover using appropriate steps to allow for inspection of damage. If any shipping damage is found, see *Shipping Damage*.

## Shipping damage

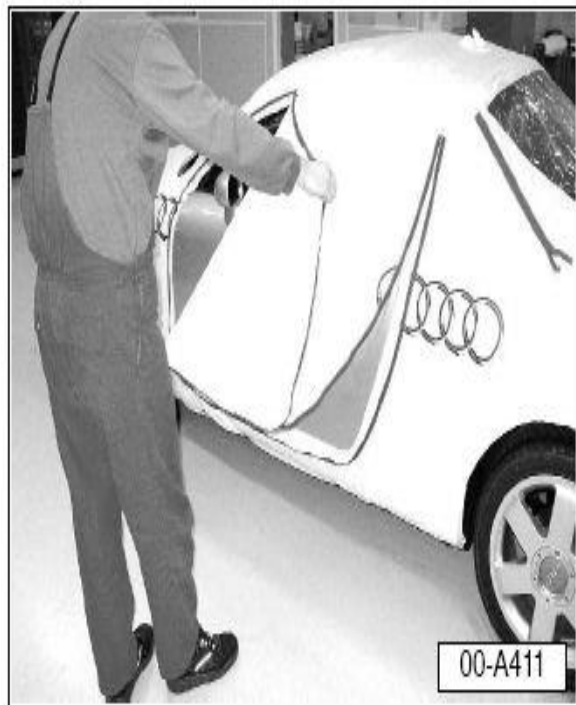
You must note the damage on the Carrier Delivery Receipt, including damage type, extent, and location. Failure to note damage on the Carrier Delivery Receipt will result in non-payment of the repair.



**Tip:** For all transportation issues, refer to Chapter 5 of the Warranty Policies and Procedures Manual.

## Spin-woven covers, removal and disposal

1. Unzip and fold cover toward center (Figure 1).



*Figure 1. Unzip and fold cover.*



# Technical Service Bulletin

---

2. Roll cover upward (Figure 2).



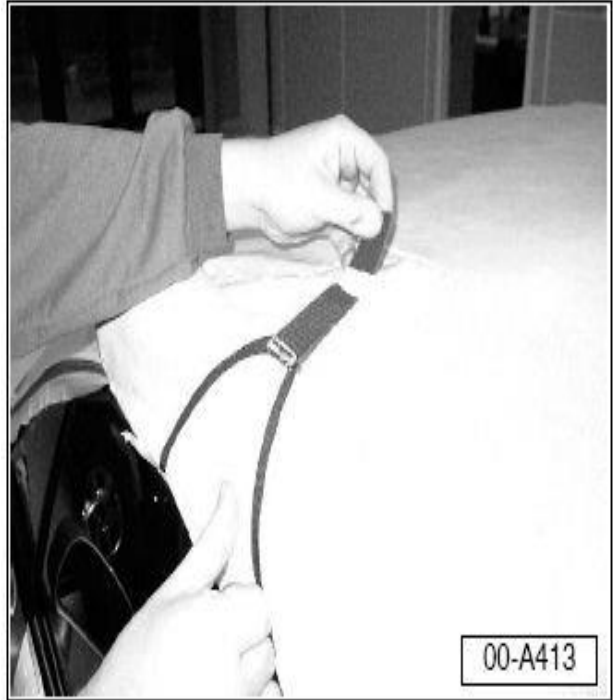
*Figure 2. Roll cover upward.*



# Technical Service Bulletin

---

3. Insert fabric strip into tab provided to retain cover (if applicable) (Figure 3).



*Figure 3. Inserting fabric strip.*

The door can now be opened, making it possible to move the vehicle if necessary.



**Note:**

After it has been opened to allow driver access to move the vehicle, close the cover immediately to ensure continued protection against contamination from industrial materials.



# Technical Service Bulletin

---

4. With cover access door unzipped, folded, and retained, open the driver's door and remove cover from sill (rocker panel) (Figure 4).



*Figure 4. Remove cover from sill.*



# Technical Service Bulletin

---

5. Remove tape from area adjacent to B-pillar (Figure 5).



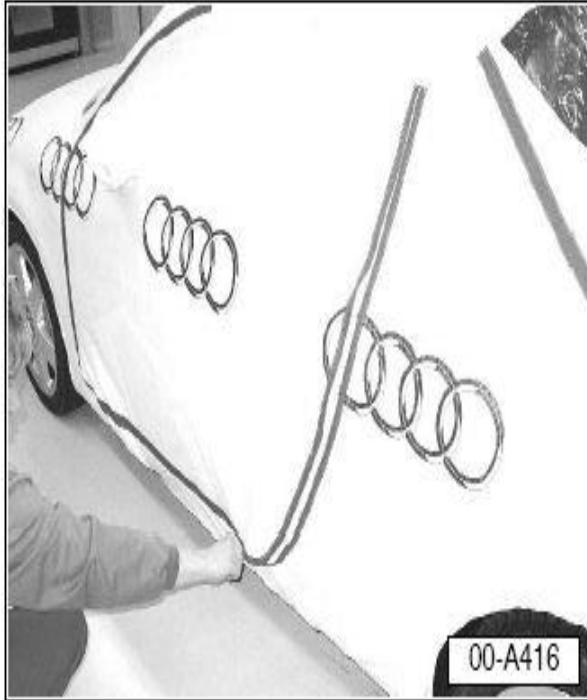
*Figure 5. Remove tape.*



# Technical Service Bulletin

---

6. Close vehicle door and zip up access door in cover (Figure 6).



*Figure 6. Zipped-up door cover.*





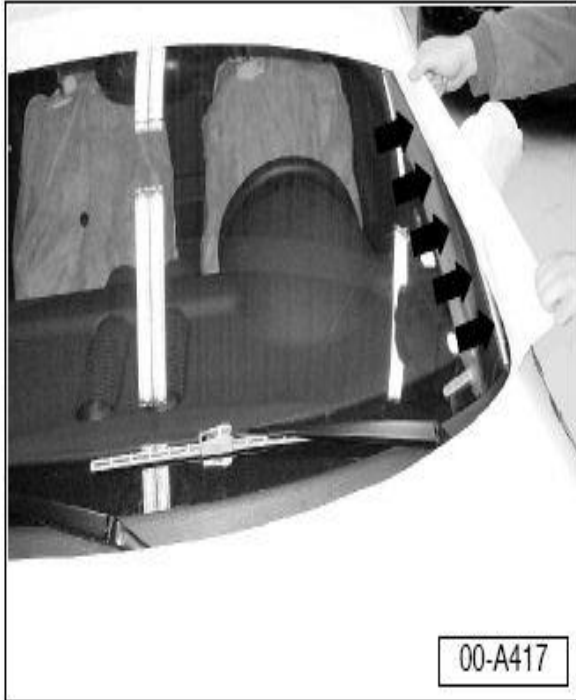
# Technical Service Bulletin

---

7. Remove tape from area around windshield (Figure 7).



**Tip:** Tape removal should be performed slowly and indoors after surface temperatures have been allowed to stabilize within the given range. The ideal body surface temperature for tape removal is 60°F (15.5° C) to 80°F (26.6° C).



*Figure 7. Remove tape from windshield.*



# Technical Service Bulletin

---

8. Fold out molded sections from within wheel housings. Shake out any debris that may have accumulated under the molded wheelhouse sections before removing (Figure 8).



*Figure 8. Shake out debris.*



# Technical Service Bulletin

---

9. Remove rubber (bungee) straps and their plastic hooks from sills (rocker panels) (Figure 9).

**If equipped:** Remove 2 Kevlar bands and 4 plastic clips at underbody section.



*Figure 9. Remove rubber straps and hooks from sill.*



# Technical Service Bulletin

---

10. With the aid of an assistant, lift cover from left and right sides of rear bumper (Figure 10).

**If equipped:** Remove hooks from underside. Unzip cover at trunk lid, remove inner bracket, and close zipper.



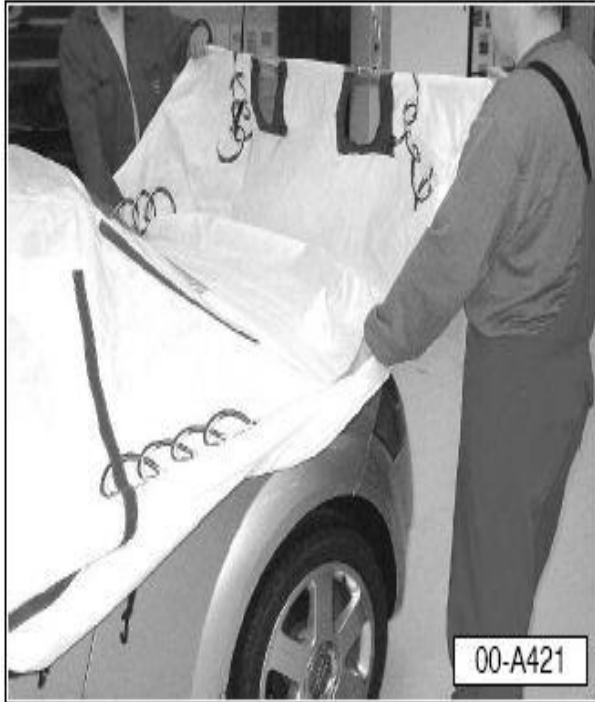
*Figure 10. Lift cover.*



# Technical Service Bulletin

---

11. Fold up cover as shown (fold to roof center)  
(Figure 11).



*Figure 11. Fold up cover.*



# Technical Service Bulletin

---

12. With the aid of an assistant, lift cover from front bumper as shown (Figure 12).

**If equipped:** Remove hooks from underside.



*Figure 12. Lift cover from front bumper.*



# Technical Service Bulletin

---

13. Fold cover upward, as previously completed at rear of vehicle (Figure 13).



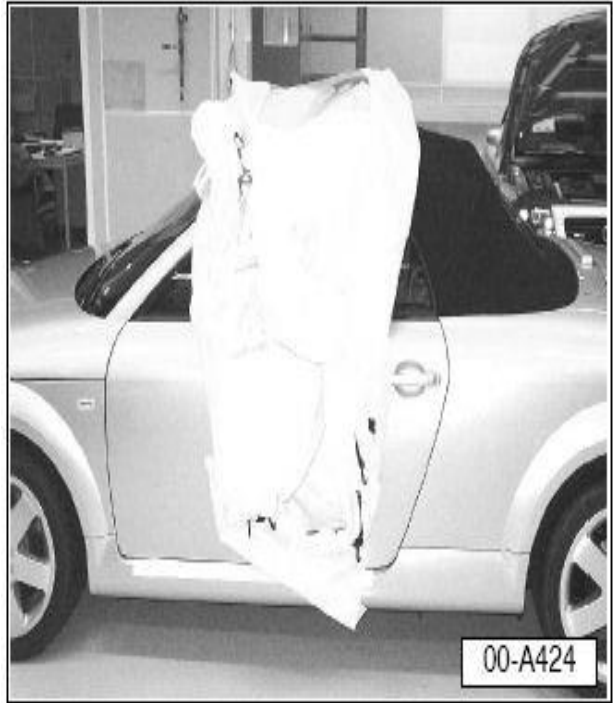
*Figure 13. Fold cover upward.*



# Technical Service Bulletin

---

14. Allow cover to rest on roof of vehicle while folding sides up (Figure 14).



**Figure 14.** Allow cover to rest on roof.

15. Remove shipping cover with the aid of an assistant.



**Note:**

To avoid the potential for surface damage, do *not* remove cover without the aid of an assistant.

16. Dispose of the cover (preferably by recycling, to allow material recovery). Do *not* reuse the cover.

## Rapguard® removal and disposal, vehicle inspection, and residue removal

Vehicles are shipped with Rapguard. This self-adhering plastic product is applied in certain areas of the vehicle and is designed to provide protection from all types of possible damages.



**Note:**

Rapguard must be removed from the vehicle no later than six months after application. See sticker (location on vehicle body varies) for detailed information.

1. Ensure that the vehicle is at room temperature. The ideal body surface temperature for Rapguard removal is 60°F (15.5°C) to 80°F (26.6° C).  
If body surface temperatures are below 60°F (15.5°C) or above 80°F (26.6° C), then removal procedure should be performed indoors after surface temperatures have been allowed to stabilize within the given range.





# Technical Service Bulletin

2. Rinse the vehicle thoroughly with water to remove surface dirt or dust and to help stabilize body surface temperatures.
3. Starting at the corners of each panel, carefully remove Rappgard from vehicle.
4. Dispose of Rappgard as normal plastic waste. If unsure about proper disposal procedures in your area, check local regulations.

## Vehicle inspection after Rappgard removal

Inspect painted surfaces either indoors under fluorescent lighting or outdoors under bright sunlight.

- If any scratches, dings, or dents are identified:  
**Important:** If any defects (scratches, dings, dents and other types of body damage) on the exterior are identified, contact your supervisor and arrange to repair defects immediately. Repairs *must* be completed prior to delivery.
- If paint discoloration is identified:  
After removal of Rappgard, some vehicles may exhibit temporary paint discoloration or paint swelling caused by moisture trapped under the Rappgard. The discoloration looks like shaded or dark magic marker lines. This swelling will disappear with exposure to the sun or heat lamps within 2 – 3 hours. Severe paint swelling may require 2 – 3 days to recover.



**Tip:** Do *not* buff or refinish paint for this condition.

Remove paint discoloration with a heat gun using the following procedure:

- a. Hold heat gun approximately 3 inches away from affected paint surfaces and apply heat using slow oscillating motions until discoloration is gone.
- b. If discoloration remains, wipe the heated area with isopropyl alcohol and repeat procedure to increase surface drying.
- c. If this process is not successful and discoloration remains, refer to TSB 2014055: *55 Paint spotting on top surfaces*.

After discoloration is removed, or if no discoloration was detected, inspect and remove any adhesive residue.

## Rappgard adhesive residue removal

1. Remove light lines of adhesive residue with Perfect-It™ non-abrasive polishing products for light- or dark-colored vehicles.
2. Remove thick lines of adhesive residue with 3M™ Specialty Adhesive Remover.



**Note:**


The 3M™ Specialty Adhesive Remover is to be used solely for this purpose.

3M™ Perfect-It™ Foam Polishing Pad Glaze Swirl Mark Remover (for dark colored vehicles)		
Part Number	05996	
Container Size	32 oz.	



# Technical Service Bulletin

Order from:	Audi Top Service Supplies & Touch Up Paint eStore	
-------------	---	---

3M™ Specialty Adhesive Remover		
Part Number	38987	
Container Size	15 oz.	
Order from:	Audi Top Service Supplies & Touch Up Paint eStore	

## Exterior body, wheels and tires

### Body, cleaning

1. Wash and dry vehicle exterior.



**Tip:** Do *not* wash or dry vehicle in direct sunlight. Rapid water/soap solution evaporation may form water spots on the paint surface.



# Technical Service Bulletin

2. Inspect interior floors and glass for water leaks.
3. Inspect paint surface, moldings, and glass.  
**Important:** If any defects on the exterior have been identified (scratches, dings, dents, and other types of body damage), contact your supervisor and arrange to repair defects immediately.

Audi Detailing Car Shampoo Concentrate	
Part Number	122254
Container Size	5 Gallon
Order from:	Audi Top Service Supplies & Touch Up Paint eStore



## Wheels and tires, cleaning

1. Remove protective cover from wheels (if applicable).
2. Clean alloy wheels and tires. Alloy wheels can be cleaned with ease without damaging the finish.
3. Remove thick lines of adhesive residue with 3M™ Specialty Adhesive Remover.




**Note:**

The 3M™ Specialty Adhesive Remover is to be used solely for this purpose.

3M™ Specialty Adhesive Remover	
Part Number	38987
Container Size	15 oz.



# Technical Service Bulletin

Order from:	Audi Top Service Supplies & Touch Up Paint eStore	
-------------	---	---

## Exterior finish, applying wax

Wax each vehicle prior to delivery to the customer.

Finish can be significantly improved without the use of harsh polishing compounds and high speed buffing. Either 3M™ Premium Liquid Wax or 3M™ Perfect-It™ Show Car Paste Wax may be used to wax the vehicle.


- To wax with 3M™ Premium Liquid Wax:
  - a. Gently apply a thin, uniform film to the paint surface using a terry cloth wax applicator, terry cloth towel or a 3M™ 05738 Foam Polishing Pad.
  - b. Allow to dry to a hazy finish.
  - c. Remove residue and buff to a high gloss.
- To wax with 3M™ Perfect-It™ Show Car Paste Wax:
  - a. Apply wax to panel-sized area (door, fender, etc.) using a firm circular motion.
  - b. Allow wax to dry to a hazy finish.
  - c. Use 3M™ Microfiber Detail Cloth to polish the finish by hand.

<b>3M™ Perfect-It™ Foam Polishing Pad</b>	
Part Number	05738
Container Size	1



# Technical Service Bulletin

Order from:	Audi Top Service Supplies & Touch Up Paint eStore	
-------------	---	--

<b>3M™ Premium Liquid Wax</b>		
Part Number	06005	
Container Size	32 oz.	
Order from:	Audi Top Service Supplies & Touch Up Paint eStore	

<b>3M™ Perfect-It™ Show Car Paste Wax</b>		
Part Number	39526	
Container Size	10.5 oz.	



# Technical Service Bulletin

Order from:	Audi Top Service Supplies & Touch Up Paint eStore	
-------------	---	--

<b>3M™ Microfiber Detail Cloth:</b>		
Part Number	39016	
Container Size	1	
Order from:	Audi Top Service Supplies & Touch Up Paint eStore	

## Paint finish, inspecting for swirl marks

Inspect vehicle paint finish for swirl marks.

- If swirl marks are not found, go to TSB 2020552: *Exterior glass, cleaning*.
- If swirl marks are found, contact your supervisor.

## Exterior glass, cleaning

Follow these directions to address residue, a rough surface, a snakeskin appearance, or streaking on both the front and rear windshields.



**Note:**



# Technical Service Bulletin

---

This cleaning procedure is to be performed on both the front and rear windshields.

1. Shake bottle of 3M™ Glass Polishing Compound to mix product evenly.
2. Apply cleaner directly to outside of windshield on both driver and passenger sides (Figure 16).



**Figure 16.** Cleaner applied to windshield.

3. Using a clean, dry microfiber cloth (Such as 3M™ Microfiber Detail Cloth), vigorously clean windshield with long, horizontal strokes (Figure 17).  
Try to avoid applying product to window trim.



**Figure 17.** Cleaning windshield.

4. Allow to dry until a fine film layer (haze) forms.



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

5. Use a garden hose to rinse the windshield. Also rinse any product that was inadvertently applied to the trim (Figure 18).



**Figure 18.** Rinse and wipe windshield.



# Technical Service Bulletin

- 6. With a clean, dry, microfiber detail cloth, dry and buff glass to a clean shine (Figure 19).



Figure 19. Dry and buff windshield.

- 7. With warm water, wet and ring out microfiber detail cloth. Wipe off any residue that made contact with trim or rubber.
- 8. Install permanent wiper blades or remove temporary wiper blades (as necessary).

3M™ Glass Polishing Compound	
Part Number	60150
Container Size	1 Liter
Order from:	Audi Top Service Supplies & Touch Up Paint eStore

## Engine compartment, cleaning

Wipe down engine compartment.



**Tip:** Do *not* use chemicals containing silicone.

## Interior, cleaning


- 1. Clean all interior mirrors and glass (including sunroof if applicable).






# Technical Service Bulletin

---

2. Remove all trim protection, coverings, and decals.
3. Remove decals, stickers, and shipping labels.  
 **Tip:** Do *not* remove Air Bag Warning Triangle or Warning Labels.
4. Inspect all interior surfaces and compartments (including upholstery, sun visors, and headliner). Clean as required (see below):
  - On leather upholstery, see TSB 2004327: *74 Leather upholstery, cleaning tips*.
5. Check for excessive grease on seat tracks and clean as necessary.
6. Vacuum carpet.
7. Check luggage compartment. Vacuum if necessary.
8. Check color match of front/rear floor mats.
9. Install mats, including locking clips/tabs if applicable.
10. Perform final inspection in daylight or under fluorescent light to ensure that the vehicle is free from visual defects, and that it is completely clean.
11. Complete and sign the Detailers Inspection Checklist.
12. Place the completed checklist in the vehicle glove compartment.
13. Deliver the vehicle to the Sales Department.

Audi Detailing Carpet Cleaner	
Part Number	123122
Container Size	16 oz.
Order from:	Audi Top Service Supplies & Touch Up Paint eStore





# Technical Service Bulletin

---

## Additional information

- 3M™, Perfect-It™ and Scotch-Brite™ are registered trademarks of 3M™.
- Some 3M™ products are available in larger bulk quantities.
- 3M™ products are available through 3M™ direct or the Audi Top Service Supplies & Touch Up Paint eStore. Consult your parts department for ordering.



### Warning:

Always read and follow manufacturer Cautions and Warnings regarding use of products listed in this Technical Service Bulletin.

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Required Parts and Tools

See body of this TSB for materials.

## Additional Information

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

- TSB 2014055, *55 Paint spotting on top surfaces.*
- TSB 2020552, *Exterior glass cleaning.*
- TSB 2004327, *74 Leather upholstery, cleaning tips.*

All parts and service references provided in this TSB (2009967) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

©2020 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.