



Technical Service Bulletin

66 Optical defects, scratches, and chrome peeling

66 21 68 2046229/2 January 12, 2021. Supersedes Technical Service Bulletin Group 66 number 17-60 dated January 3, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2015 - 2022	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Additional model years) Revised <i>Service</i> (Added Note)
1	12/28/2016	Initial publication

The vehicle has an optical defect that must be coded to damage code 0030.

Technical Background

- To ensure continued product quality, Audi Warranty requires photographic evidence for all repairs coded to damage code 0030. Submission of photographs for these claims will reduce the need to ship parts for validation as well as streamline the claim reimbursement process. See Audi Warranty Bulletin AWA 16-07 for more information.
- Optical defects that may qualify for damage code 0030 are faults that affect the visual appearance of a component, such as dents or shrink marks, flaking paint or chrome in the passenger compartment or on trim strips, or discolored or wavy components. Examples of repairs suitable for damage code 0030 include peeling radiator grille, peeling start-stop button, peeling armrest door pull, etc.
- Damage Code 0030 should not be used for repairs to components that are separated, broken, loose, or deformed, such as a loose seat back cover or deformed center armrest. See Elsa for a complete list of available damage codes for each component.
- Damages resulting from negligence, customer driving habits, or other outside influence are not eligible for Warranty reimbursement.

Production Solution

Not applicable.



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Service

1. Ensure that the issue qualifies for damage code 0030 based on the description in the *Technical Background*.
2. For Audi Warranty and Product Support to completely understand the concern, take the following photographs, and upload them into DOC-IT with the repair order:

- An overview photograph to show where the component is on the vehicle (Figure 1).
- A close-up photograph of the optical defect to clearly show the issue (Figure 2).
- A photograph of the data sticker on the component (if applicable) to show version, part number, manufacturer, etc.
- A photograph of the VIN to show that it belongs to the affected vehicle.



Note:

Please take photos in focus and with sufficient light.



Figure 1. The first photo should show a full picture of the affected component and the affected area of the cause should be marked with an arrow (paper with yellow dots). This is for guidance.



Figure 2. The second photo should show an up-close look at the optical defect.



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3. Log into Audi Warranty Online and submit the photographs to Doc-IT with the RO number and VIN.

Warranty

This TSB is informational only.

Additional Information

All parts and service references provided in this TSB (2046229) 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.

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