

Technical Service Bulletin

66 Door cover trim is loose

66 21 72 2063197/1 May 11, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019 - 2021	All	Not Applicable
Audi e-tron Sportback	2020 - 2021	All	Not Applicable

Condition

Customer states:

- The front door lower cover trim appears loose as if pulled away from the door.

Workshop findings:

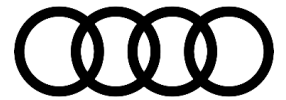
- The trim is not flush with the cover trim on the rear door (Figure 1).



Figure 1. Door cover trim as it appears when loose.

Technical Background

The two main pieces that comprise the door cover trim become disengaged one from the other if the trim is exposed to a sudden force such as contact with a foot during exit and entry or forceful closing of the front door. This symptom is only known to occur on the front door cover trim.



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Production Solution

An improvement to the attachment in the door cover trim is in development.

Service

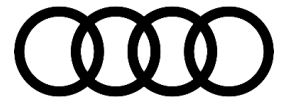
The door cover trim does not need to be removed from the vehicle to perform this repair. The two main pieces that comprise the lower door cover trim must be reconnected. Before reconnecting the pieces 2K plastic adhesive D 180 KU2 A1 (or alternatively D 180 KU1 A1) will be applied to prevent further instances of disengagement.

1. While the customer's vehicle may present with this symptom on one of the front doors and not both, apply the following bonding procedure to both front door lower cover trims (Figure 2). If the component parts of the trim are not yet disengaged they can be disengaged for the purposes of repair by pressing the inner trim upward and away from the outer shell.



Figure 2. Disengaged door cover trim.

2. The following materials will be necessary to carry out this repair:
 - Cleaning cloths
 - All-purpose cleaner D 00940104 (or alternatively Isopropanol alcohol)
 - Primer 3M™ AC77 Adhesive Primer (or alternative primer for polypropylene and polyethylene based plastics)
 - 2K plastic adhesive D 180KU2A1 (or, alternatively, D 180KU1A1)
 - 1 static mixing tube D 001001
 - Adhesive tape (wide painters tape)
 - Small painting brush



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3. The green arrow in Figure 3 shows the outer shell of the lower door cover trim. The yellow arrow shows the inner trim section. Slight separation of the two pieces to allow access for the adhesive will be necessary. Keep the two pieces separated using a plastic wedge.

Clean the areas indicated with red arrows thoroughly (both surfaces of this groove) with a cloth and all-purpose cleaner D 00940104 or isopropanol alcohol.

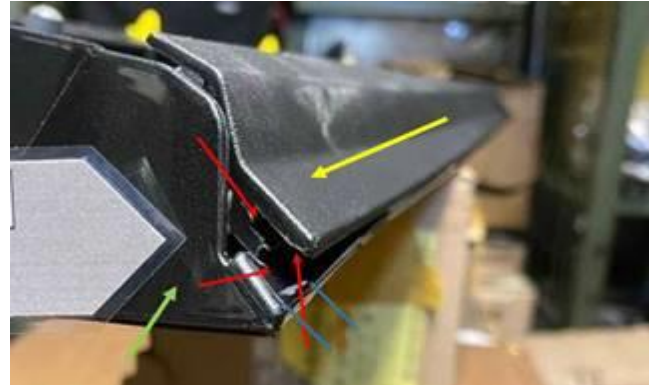


Figure 3. Locking components of the two piece trim.

4. Proper adhesive bonding depends on properly cleaned surfaces free of wax, oil, dust, etc. Clean to a length indicated by the blue lines in Figure 4. A small painters brush may aid in the cleaning operation. Allow the cleaned area to thoroughly dry for at least 5 minutes.

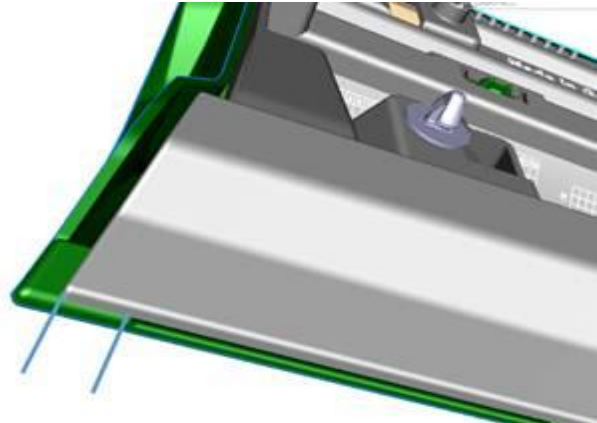


Figure 4. Length of trim to be cleaned with all-purpose cleaner D 00940104 or isopropanol alcohol.

5. Apply primer to both sides of the upper channel indicated by the red arrows (Figure 5). Allow the primer to dry thoroughly. Observe the flash-off time required before adhesive application.



Figure 5. Channel area to be primed.



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6. After the flash-off time specified for the primer, fill the upper channel with 2K plastic adhesive D 180KU2A1 (or alternatively D 180KU1A1) and the length of the trim illustrated by the blue lines in Figure 6.

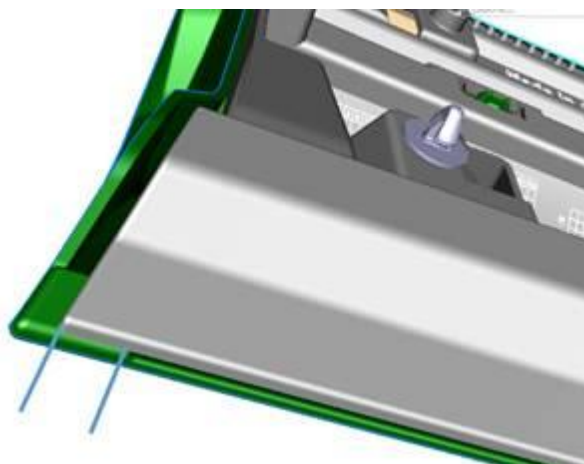


Figure 6. Length of adhesive application.

7. Immediately press the inner trim slightly upwards then toward the outer shell and back down again. The two pieces are now reengaged correctly. Remove any excess adhesive immediately. Place a strip of painter's tape as shown in Figure 7 to keep the two pieces together during the adhesive curing time.



Figure 7. Painter's tape binding the newly adhered trim pieces.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	6622




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Damage Code:	0018		
Labor Operations:	Modify 2 front door cover trim	6622 9999	40 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2063197/1		





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)	 All-purpose Cleaner	0.5



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Adhesive Primer 3M™ AC77 Adhesive Primer (or alternative primer for polypropylene and polyethylene based plastics)		0.5
	Bonding Agent	
D 00950025 (or equivalent)		01
	Primer applicator	
D 180KU2A1		01
	2K plastic adhesive	
D 001001		01
	Static mixing tube	

Tool Number	Tool Description
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VAS 5155	 Hand cartridge gun
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Additional Information

All parts and service references provided in this TSB (2063197) are subject to change and/or removal.

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