



Technical Service Bulletin

63 Paint peeling from the rear bumper cover

63 21 74 2064279/2 November 22, 2021. Supersedes Technical Service Bulletin Group 63 number 21-07 dated August 25, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2020 - 2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Add AASM authorization requirement)
1	08/26/2021	Initial publication

Customer states:

- The paint on the rear bumper cover is peeling.

Workshop findings:

- The rear bumper paint appears to have lost its adhesion. The paint peel is located on the right, left, or both sides of the cover specifically where the bumper cover meets the rear side panel.

Technical Background

An inconsistency in the production process of the rear bumper cover specifically at the edges that meet the rear side panel caused a weakness making the painted surfaces on these edges prone to paint peel over time. Either the right side, left side or both sides of the bumper cover are affected.



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1. Figure 1 shows the area of the bumper cover affected.



Figure 1. Bumper cover edge affected.

2. Figure 2 shows a close-up view of the paint peel.



Figure 2. Paint peel on the bumper cover edge.



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3. Figure 3 shows the condition in its early stages that may evade notice.



Figure 3. Early stages of the peel.

4. Figure 4 shows an intermediate loss of paint in this area.



Figure 4. Moderate loss of adhesion.



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5. Figure 5 shows severe advancement of paint loss on the rear bumper cover.



Figure 5. Advanced paint peel.

Production Solution

The production process of the rear bumper cover has been corrected.

Service

Should the condition described in this TSB occur the rear bumper cover is to be replaced. Do not attempt to refinish the original bumper cover. Due to the technical nature of the root cause refinishing the original bumper cover will only reintroduce a subsequent paint peel in these areas of the rear bumper cover over time.

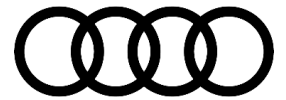
Warranty



Note:

This TSB only applies if the paint defect described here occurs specifically without evidence of any outside impact (e.g. stone chips, scuffs, etc.). Cases that deviate from the described condition or specific location of the paint defect in this TSB or are found to have evidence of outside influence should be addressed according to the warranty policies in place in Warranty Policies and Procedures.

Any paint defect including the condition described in this TSB will require AASM authorization. Per Audi Policy Section 4.2 AASM authorization along with the requisite photo, video, and/or print documentation is required prior to repair. All documentation should describe the nature and location of the defect as it is discovered.



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Claim Type:	<ul style="list-style-type: none"> • 950 for paint defects before delivery. • 150 for paint defects after delivery. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	6369		
Damage Code:	0067		
Labor Operations:	Lane change assist ECM adjust	9635 1550 (If equipped)	See SRT with associated operations
Sublet operations	Replace and paint new part (Labor Operation listed in Outside Labor)	L0011600 (Solid Paint) L0021600 (Metallic Paint) L0031600 (Pearl Paint)	Max 360 TU x dealer labor rate
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2064279/2		



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



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See ETKA	 Refer to ETKA using the VIN for the correct rear bumper cover	01
See ETKA	 Refer to ETKA using the VIN for the correct rear wheel arch covers	01 Right 01 Left
N/A	Paint Listed as MATERIAL in Outside Material	Qty 1 Each \$ Cost of Material (Max \$200)

Additional Information

All parts and service references provided in this TSB (2064279) are subject to change and/or removal.

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