

Technical Service Bulletin



63 Paint peeling from the rear bumper cover

63 23 10 2064279/3 March 3, 2023. Supersedes Technical Service Bulletin Group 69 number 21-74 dated November 22, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, and SQ5	2020 – 2022	All	Not Applicable
Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised Header (Add MY 2022 and VIN break) Revised <i>Service</i> (Change in repair procedure) Revised <i>Warranty</i> (Required documentation statement edited) Revised <i>Required Parts and Tools</i> (Removal of wheel arch trims)
2	11/23/2021	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.



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.



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.



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.



Note:

Complete removal and reinstallation of the rear wheel arch trims in the course of bumper cover removal and reinstallation is no longer required. Furthermore, complete replacement of the wheel arch trims after removal is, also, no longer required. Only partial detachment of the wheel arch trim is necessary for bumper cover removal. Reattachment of the original wheel arch trims is permitted.

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.

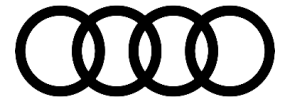
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Per Audi Policy Section 4.2 any paint defect including the condition described in this TSB requires photo, video and/or print documentation prior to repair. All documentation should describe the nature and location of the defect as it is discovered.

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:	If replaced / painted at the dealer:			
	Rear bumper remove and reinstall	6369 1900	See SRT with associated operations	
	Rear bumper replace	6369 5554	See SRT with associated operations	
	Body painting prep time	5101 7163	See SRT with associated operations	
	Rear bumper cover paint	6369 6150	See SRT with associated operations	
	Lane change assist ECM adjust (only if equipped)	9635 1550	See SRT with associated operations	
	If replaced / painted at the body shop:			
	Replace and paint new part (Sublet labor operation listed in Outside Labor)	L0011600 (Solid Paint) L0021600 (Metallic Paint) L0031600 (Pearl Paint)	Max 350 TU	
	Diagnostic Time:	GFF (Only if lane change assist adjusted)	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	

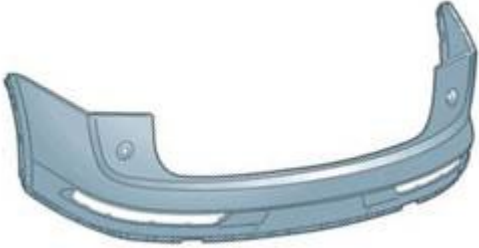
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	(Only if lane change assist adjusted)		
Claim Comment:	As per TSB 2064279/3		

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
See ETKA	 <p>Refer to ETKA using the VIN for the correct rear bumper cover</p>	01
N/A	Paint Listed as MATERIAL in Outside Material	Qty 1 Each \$ Cost of Material (Max \$72)

Additional Information

All parts and service references provided in this TSB (**2064279**) are subject to change and/or removal. ©2023 Audi of America, Inc. All rights reserved. The 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.