

Technical Service Bulletin

Topic	55 Tail light collides with rear lid, paint is coming off rear lid below tail light
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2071125/2
Level	EH
Status	Released for publishing
Release date	Mar 10, 2025

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> lids -> rear lid	paint, paintwork -> paint separation - entire paint structure	
body attachments and installations -> lids	paint, paintwork	
body -> vehicle front, back -> lock carrier cover	appearance, surface -> scratch	rear
body attachments and installations -> doors, lids operation -> rear lid power closing	noises, vibrations -> noise	
body attachments and installations -> lids -> rear lid	paint, paintwork -> clear coat separation	
body attachments and installations -> lids -> brand emblem water drain hose	component, automotive fluids -> damaged	
body attachments and installations -> lids -> rear lid boot/grommet	component, automotive fluids -> chafing	left
body attachments and installations -> lids -> rear lid boot/grommet	component, automotive fluids -> chafing	right
lighting, signaling -> exterior lighting -> rear lamps -> body/rear lid tail lamp change-over	functionality -> no function	left
lighting, signaling -> exterior lighting -> rear lamps -> body/rear lid tail lamp change-over	functionality -> no function	right
lighting, signaling -> exterior lights -> tail lamp -> tail lamp lens	appearance, surface -> scratch	left
lighting, signaling -> exterior lights -> tail lamp -> tail lamp lens	component, automotive fluids -> cracked/broken	right
lighting, signaling -> exterior lights -> tail lamp bulb socket	component, automotive fluids -> cracked/broken	left inner
lighting, signaling -> exterior lights -> tail lamp bulb socket	component, automotive fluids -> damaged	left outer
body attachments and installations -> lids -> rear lid	appearance, surface -> corrosion/rust	

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> lids -> rear lid	appearance, surface -> corrosion/rust	
lighting, signaling -> exterior lights -> tail lamp	dimensional accuracy -> gap dimension incorrect	center

Vehicle data

Q4 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4B*	2022	A		*	*	*
F4B*	2023	A		*	*	*

Q4 Sportback e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4N*	2022	A		*	*	*
F4N*	2023	A		*	*	*

Documents

Document name
master.xml
vehicle_data_master.doc

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Updated text) Revised <i>Condition</i> (Updated to text) Revised <i>Technical Background</i> (Updated text and images) Revised <i>Production Solution</i> (Updated to text) Revised <i>Service</i> (Updated to text and images) Required Parts and Tools (Updated to image and text)
1	08/04/2023	Initial publication

Customer states:

Paint is coming off the rear lid below the taillight.

Rust is forming on the rear lid below the taillight.

Workshop findings:

The taillight collides with the rear lid.

Gap between taillight and rear lid is too small.

Technical Background

The gap between the taillight and rear lid is too small; this causes the taillight to chafe against the paintwork on the rear lid (refer to Figure 1).

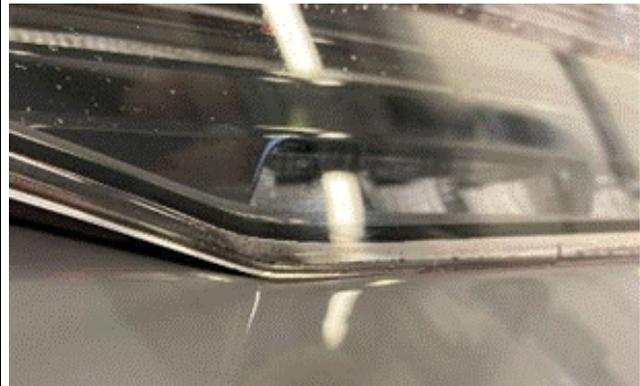


Figure 1. Taillight chafing against the paintwork on the rear lid.

Production Solution

Optimization in contact area between taillight and rear lid
(Refer to Figure 2).



Figure 2. Optimized contact area between taillight and rear lid.

Service

Any damage to the painted surface and/or corrosion protective surface on the rear lid will need to be repaired. Arrange this repair through your Audi Certified Collision Center. Before releasing the vehicle for the paint repair the buffers on the tail lamp will need to be modified to prevent subsequent paint damage.

1. After repairing the paintwork, modify the taillight.

Please remove the buffer foam from the taillight (refer to Figure 3).



Figure 3. Remove the buffer foam from the taillight.

2. Cut the old buffer foam into two pieces and secure these in their new position with double-sided adhesive tape, e.g. AKL 440 02 (refer to Figure 4).



Figure 4. Buffer foam in their new position.

3. After installation, there must be a gap between the taillight and the rear lid (refer to Figure 5).



Figure 5. Gap between the taillight and the rear lid.

4. Observe required documentation:

When billing, please always attach photos/videos that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the image/video must:

Include the VIN and date.

Must not be edited.

Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or face, license plates, or customer data.



Figure 6. Observe required documentation.

Warranty

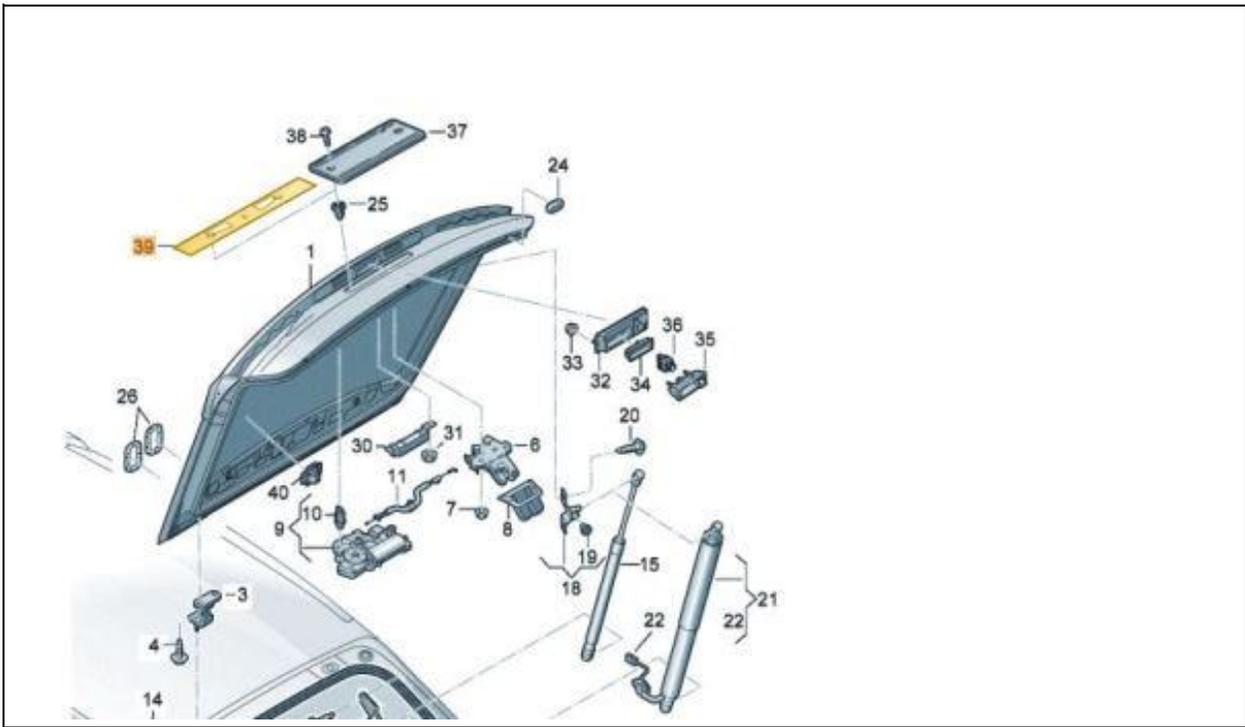
Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	5559		
Damage Code:	0001		
Labor Operations:	Trunk lid parts remove and reinstall for painting	5559 6505	See SRT with associated operations
	Modify tail lamp foam buffers, including part with	9432 4199	10 TU

	double-sided tape		
	Sublet labor operation listed in Outside Labor	L001 1600 (Solid paint)	270 TU
		L002 1600 (Metallic paint)	
		L003 1600 (Pearl paint)	
	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 2071125/2		

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
Position 2	Q4 lettering	1
Position 3	Lettering	1
Position 4	quattro lettering	1
8D0853419F	Self-adhesive backing	1
D 308SP5M1	Anti-corrosion wax	0.5
		



Additional Information

All parts and service references provided in this TSB (2071125) are subject to change and/or removal.

©2025 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.