

## Technical Service Bulletin

<b>Topic</b>	66 Service info: paint peeling off black trims / trim strips
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2074058/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Mar 4, 2025

### New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors -> window channel seal	appearance, surface -> material detaching	
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> roof trim molding	appearance, surface -> coating flawed	
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> door window trim molding	appearance, surface -> coating flawed	
body attachments and installations -> windows, power window regulators -> side window	component, automotive fluids -> damaged	
body -> vehicle front, back -> wheel housing	component, automotive fluids -> damaged	left
body attachments and installations -> doors -> outer door panel	component, automotive fluids -> damaged	left
body -> vehicle front, back -> wheel housing	component, automotive fluids -> damaged	right
body -> vehicle front, back -> wheel housing	component, automotive fluids -> damaged	left front
body -> vehicle front, back -> wheel housing	component, automotive fluids -> damaged	right rear
body attachments and installations -> doors -> door seal	appearance, surface -> corrosion/rust	left
body attachments and installations -> doors -> door seal	appearance, surface -> corrosion/rust	right
body attachments and installations -> doors -> door body seal	component, automotive fluids -> damaged	left
body attachments and installations -> doors -> door body seal	component, automotive fluids -> damaged	right
body attachments and installations -> spoiler, vent grille, retainers -> rear lid spoiler	paint, paintwork -> paint color deviation	> no instruction <
body attachments and installations -> trim, trim panels and floor covering -> door trim molding strip	paint, paintwork -> bubble	left
body attachments and installations -> trim, trim panels and floor covering -> door trim molding strip	paint, paintwork -> bubble	right

## New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> doors -> window channel seal	appearance, surface -> coating flawed	left
body attachments and installations -> doors -> window channel seal	appearance, surface -> coating flawed	right
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> roof trim molding	appearance, surface -> coating flawed	left
body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> roof trim molding	appearance, surface -> coating flawed	right
body attachments and installations -> windows, power window regulators -> side window	component, automotive fluids -> damaged	left
body attachments and installations -> windows, power window regulators -> side window	component, automotive fluids -> damaged	right

## Vehicle data

### A3, S3, and RS 3

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8Y*	2022	A		*	*	*
8Y*	2023	A		*	*	*
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*

### Q4 e-tron, and Q4 Sportback e-tron

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*
F4*	2025	A		*	*	*

### e-tron GT, and RS e-tron GT

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F8*	2022	A		*	*	*
F8*	2023	A		*	*	*
F8*	2024	A		*	*	*
F8*	2025	A		*	*	*

## Documents

Document name
<a href="#">master.xml</a>
<a href="#">vehicle_data_master.doc</a>

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Change to text) Revised header (Add Model Year) Revised <i>Condition</i> (Change to text, remove image) Revised <i>Technical Background</i> (Change to text) Revised <i>Service</i> (Change to text) Revised <i>Warranty</i> (Change to text) Revised <i>Additional Information</i> (Change to text)
1	05/28/2024	Initial publication

Customer states:

Clear coat has peeled off from trim strips.

Workshop findings:

Clear coat has peeled off from trim strips.

Technical Background

- 1. The following example photos show various damage on black trims / trim strips (Figure 1).

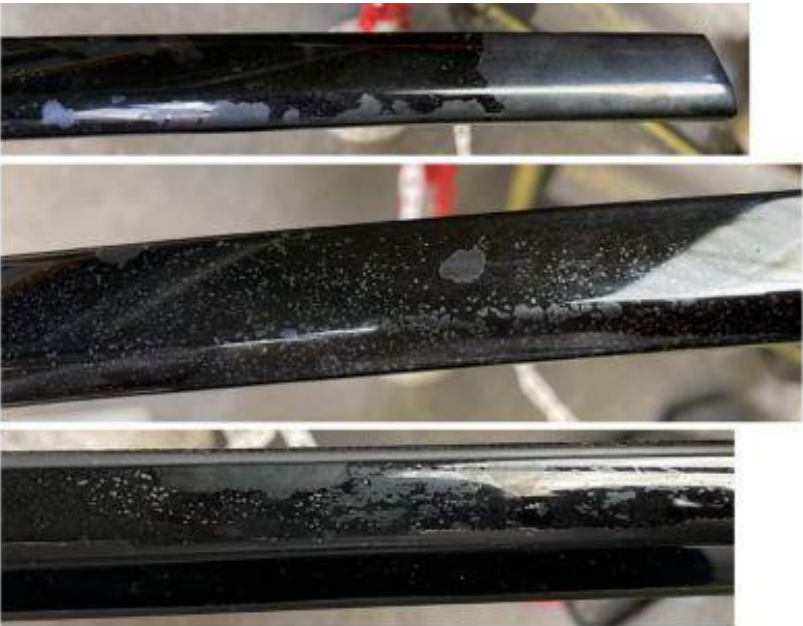


Figure 1. Examples of damage on black trims / trim strips.

2. Coat peeled off (Figure 2).



**Figure 2.** Coat peeled off.

3. Spots of additional coating. A fine spray pattern caused by a cleaning agent can be seen (Figure 3).



**Figure 3.** Spots of additional coating.

4. Figure 4 clearly shows marks forming on the neighboring rubber components, outside of the trim strips, caused by an applied liquid.



**Figure 4.** Marks forming caused by applied liquid.

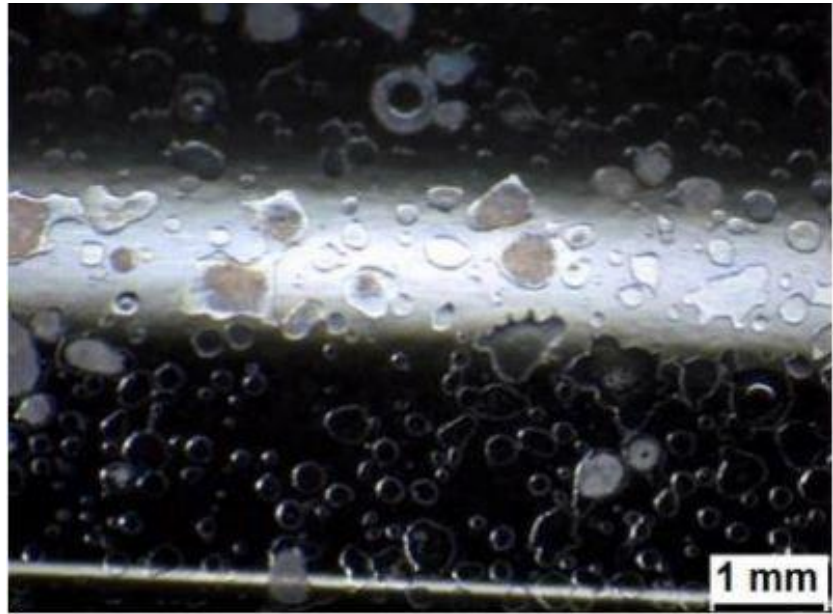
5. Figure 5 clearly shows marks forming on the neighboring rubber components caused by an applied liquid.



**Figure 5.** Marks forming caused by applied liquid.



6. Figure 6 shows spots of swelling as viewed under a stereo microscope.



*Figure 6. Spots of swelling as viewed under a stereo microscope.*

**7. CONCLUSION from laboratory analyses performed:**

Based on the laboratory analyses, the cause of the complaint is the use of a cleaning solution that is too aggressive for the application, often in conjunction with the application of pressure, such as from a high-pressure cleaner. Cleaning solutions such as industrial dirt remover, or insect remover and the various consistencies of those solutions, can attack the additional coating. Depending on how the cleaning solutions are applied, the time they are applied to the components, as well as the subsequent cleaning using a high-pressure cleaner, they can cause irreversible damage to the coating. Using energy-dispersive x-ray analysis, the damaged surfaces were analyzed on a molecular level. Traces of phosphorus (P) and fluorine (F) were detected. These elements are not contained in the conventional anodizing and additional coating layers but can often be found in commercially available cleaning solutions, such as industrial dirt and insect removers, as well as wheel cleaners.

## Production Solution

Not applicable.

## Service

This issue does not constitute a fault which is covered by warranty.

## Warranty

This issue does not constitute a fault which is covered by warranty.

## Additional Information

This issue does not constitute a fault which is covered by warranty.

All part and service references provided in this TSB (**2074058**) 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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