

Technical Service Bulletin

Topic	00 Service info: foreign object from car wash (bristle or similar) trapped in area of headlight
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2031473/6
Level	EH
Status	Released for publishing
Release date	Apr 15, 2025

New customer code

Object of complaint	Complaint type	Position
lighting, signaling -> exterior lights -> headlamps	contamination -> dirty	
lighting, signaling -> exterior lights -> headlamps -> headlamp lens	contamination -> dirty	left
lighting, signaling -> exterior lights -> headlamps -> headlamp lens	contamination -> dirty	right
lighting, signaling -> exterior lights -> headlamps -> headlamp clear-glass lens	contamination -> dirty	left
lighting, signaling -> exterior lights -> headlamps -> headlamp clear-glass lens	contamination -> dirty	right
lighting, signaling -> exterior lights -> headlamps -> low beam lens	contamination -> dirty	left
lighting, signaling -> exterior lights -> headlamps -> low beam lens	contamination -> dirty	right
lighting, signaling -> exterior lighting -> low beams	functionality -> glare	left
lighting, signaling -> exterior lighting -> low beams	functionality -> glare	right
lighting, signaling -> exterior lighting -> highway lights	functionality -> glare	
lighting, signaling -> exterior lights -> headlamps	component, automotive fluids -> foreign objects present	
lighting, signaling -> exterior lights -> headlamps	component, automotive fluids -> damaged	

New workshop code

Object of complaint	Complaint type	Position
lighting, signaling -> exterior lights -> headlamps	component, automotive fluids -> foreign objects present	> no instruction <

Vehicle data

All vehicles

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4*	2011	A		*	*	*
4*	2012	A		*	*	*
4*	2013	A		*	*	*
4*	2014	A		*	*	*
4*	2015	A		*	*	*
4*	2016	A		*	*	*
4*	2017	A		*	*	*
4*	2018	A		*	*	*
4*	2019	A		*	*	*
4*	2020	A		*	*	*
4*	2021	A		*	*	*
4*	2022	A		*	*	*
4*	2023	A		*	*	*
4*	2024	A		*	*	*
4*	2025	A		*	*	*
8*	2011	A		*	*	*
8*	2012	A		*	*	*
8*	2013	A		*	*	*
8*	2014	A		*	*	*
8*	2015	A		*	*	*
8*	2016	A		*	*	*
8*	2017	A		*	*	*
8*	2018	A		*	*	*
8*	2019	A		*	*	*
8*	2020	A		*	*	*
8*	2021	A		*	*	*
8*	2022	A		*	*	*
8*	2023	A		*	*	*
8*	2024	A		*	*	*
8*	2025	A		*	*	*
F*	2015	A		*	*	*
F*	2016	A		*	*	*
F*	2017	A		*	*	*
F*	2018	A		*	*	*
F*	2019	A		*	*	*
F*	2020	A		*	*	*
F*	2021	A		*	*	*
F*	2022	A		*	*	*
F*	2023	A		*	*	*
F*	2024	A		*	*	*
F*	2025	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
G*	2019	A		*	*	*
G*	2020	A		*	*	*
G*	2021	A		*	*	*
G*	2022	A		*	*	*
G*	2023	A		*	*	*
G*	2024	A		*	*	*
G*	2025	A		*	*	*

Documents

Document name
master.xml
vehicle_data_master.doc

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Transaction No.: **2031473/6**

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Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised header (Updated models) Revised title (Updated text) Revised <i>Condition</i> (Updated text) Revised <i>Technical Background</i> (Updated text) Revised <i>Service</i> (Updated text) Revised <i>Additional Information</i> (Added statement)
5	09/10/2024	Revised header (Add MY 2025)
4	05/09/2023	Revised header (Additional models and model years)

Customer states:

- Bristles from car wash stuck between headlight and the front fender (Figure 1).



Figure 1. Car wash bristle(s) stuck between headlight and the front fender.

Technical Background

This is normal.

Because of the vehicle design and low gap widths, foreign objects can get between the headlight(s) and the wing in a car wash in certain circumstances.

Production Solution

Not applicable.

Service

Remove the foreign object from the headlight(s) and do not carry out any further repairs.

Warranty

This damage is due to outside influence and is not covered by any Audi Warranty.

Additional Information

Please explain this solution to the customer. If the issue occurs repeatedly, it may be advisable to use a different car wash.

All part and service references provided in this TSB (**2031473**) 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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