

Technical Service Bulletin

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|------------------------|--|
| Topic | 66 Front radiator grille incorrect and front license plate holder missing from vehicle |
| Market area | United States 444 Volkswagen of America, Inc. (6444) |
| Brand | Audi |
| Transaction No. | 2078020/1 |
| Level | EH |
| Status | Released for publishing |
| Release date | May 19, 2025 |

New customer code

| Object of complaint | Complaint type | Position |
|---|---|--------------|
| body -> vehicle front, back -> hood lock carrier | component, automotive fluids -> deformed | front |
| body -> vehicle front, back -> lock carrier cover | component, automotive fluids -> incorrect | front |
| body attachments and installations -> spoiler, vent grille, retainers -> air intake grille in bumper | component, automotive fluids -> incorrect | left |
| body attachments and installations -> spoiler, vent grille, retainers -> air intake grille in bumper | component, automotive fluids -> incorrect | right |
| body attachments and installations -> spoiler, vent grille, retainers -> radiator grille | component, automotive fluids -> incorrect | center |
| body attachments and installations -> spoiler, vent grille, retainers -> radiator grille front trim | component, automotive fluids -> incorrect | |
| body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> radiator grille trim molding | component, automotive fluids -> missing | left |
| body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> radiator grille trim molding | component, automotive fluids -> missing | right |
| body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> radiator grille trim molding | component, automotive fluids -> missing | left center |
| body attachments and installations -> trim components, protective molding, decoration, dirt deflector -> radiator grille trim molding | component, automotive fluids -> missing | right center |

Vehicle data

Q5

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|--------|------|-------|-------------|-------------|--------------|------------------|
| GUBAAY | 2025 | A | | * | * | * |

Documents

| |
|----------------------|
| Document name |
| master.xml |

Condition

Customer states:

The front license plate bracket is missing from the vehicle. It is not present in the bei-pack, trunk area or in any other area of the vehicle.



Figure 1. Incorrect grille on the Q5 with Advanced Line trim.

Workshop findings:

The missing front license plate bracket is confirmed. Furthermore, the rectangular openings in the lower portion of the front radiator grille intended to receive the lower tabs of the license plate bracket are also not present.



Figure 2. Normal location of grille openings. Openings missing.

Technical Background

Due to a production error an incorrect front radiator grille was installed on the vehicle. This error also led to the omission of the front license plate bracket.

Production Solution

This error has been corrected in production where the front license plate bracket can be simply clipped to the radiator grille.



Figure 3. Correct vehicle configuration.

Service

1. To avoid having to replace the front grille a new front license plate bracket and 4 screws will need to be ordered and installed. The front license plate bracket will need to be modified in order to be mounted to the grille.

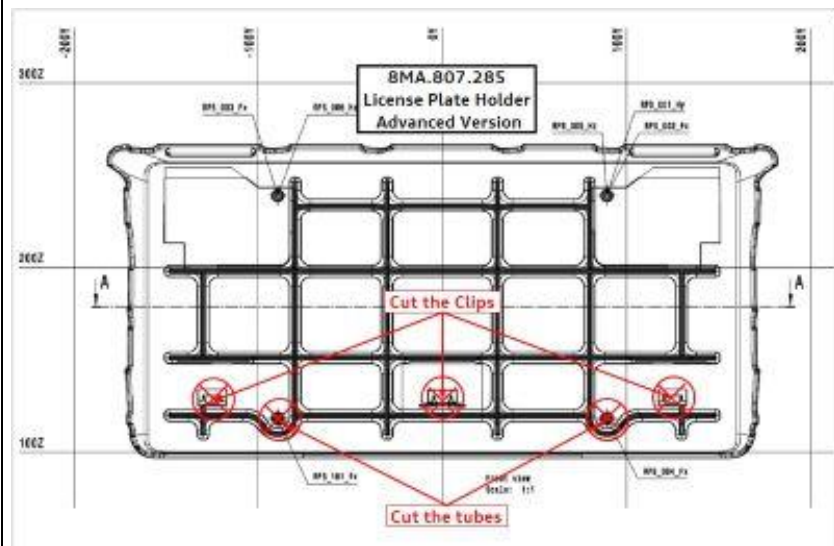


Figure 4. Front license plate bracket part drawing and modifications to be made.

- Using a rotary cut-off tool remove the three lower tabs from the bracket. Cut enough of the tabs so that the bracket can sit flush to the radiator grille.



Figure 5. Lower tab removal.

- There are two screw barrels cast into the bracket that will also need to be cut off. Cut enough of the barrels so that the bracket can sit flush to the radiator grille.



Figure 6. Screw barrel removal.

- Engage the upper tabs to the grille as shown in figure 7 and test fit the bracket to the radiator grille to ensure that enough of the tab and screw barrel material has been sufficiently removed such that the bracket will lay flush to the grille.



Figure 7. Test fit the license plate bracket to the grille.

- With the bracket in the correct position and flush to the grille drill two 3.5mm diameter holes in each of the lower holes and into the grille material. Only drill deep enough to penetrate the grille material. A deeper plunge of the bit could cause damage.



Figure 8. Drilling through the right lower hole.



Figure 9. Drilling through the left lower hole.

6. Using two N 10547902 self-tapping screws position the license plate to the bracket and insert the screws first through the license plate then through the bracket and finally into the radiator grille.

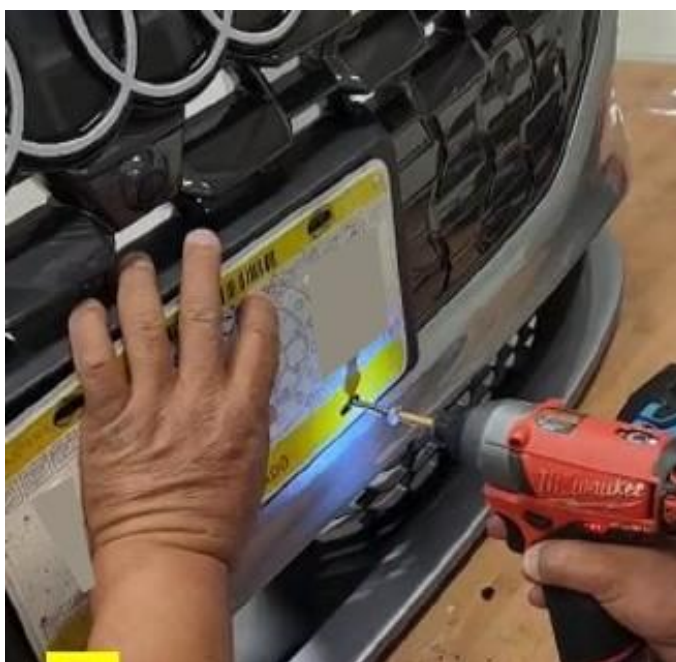


Figure 10. Screwing the right lower license plate and bracket into the grille.



Figure 11. Screwing the left lower license plate and bracket into the grille.

7. Install two N 90915901 self-tapping screws into each of the upper license plate holes just into the license plate bracket.



Figure 12. Installing right upper screw through the license plate and into the bracket.



Figure 13. Installing left upper screw through the license plate and into the bracket.

8. The front license plate bracket and license plate attachment is complete.



Figure 14. License plate bracket and license plate attachment completed.



Figure 15. License plate bracket and license plate attachment completed.

Warranty

| | | | |
|--------------------------|--|-----------|-------|
| Claim Type: | <ul style="list-style-type: none"> • 12i • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 6683 | | |
| Damage Code: | 0038 | | |
| Labor Operations: | Modify front license plate bracket and install | 6683 5599 | 20 TU |
| Claim Comment: | As per TSB 2078020/1 | | |

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

| The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers! | | |
|---|---|----------|
| Part Number | Part Description | Quantity |
| 8MA807285 9B9 | Front license plate bracket – Satin black | 1 |

| | | |
|-------------------|--|----------|
| <p>N 90915901</p> |  | <p>2</p> |
| <p>N 10547902</p> |  | <p>2</p> |

5 x 14 self-tapping screw

6 x 35 self-tapping screw

Additional Information

All parts and service references provided in this TSB (2078020) are subject to change and/or removal.

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