

Technical Service Bulletin

Topic	63 Connection between bumper cover and wing above headlight has come loose
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078653/1
Level	EH
Status	Released for publishing
Release date	Jul 21, 2025

New customer code

Object of complaint	Complaint type	Position
body -> paneling -> bumper	volume components -> clip/clamp installed incorrectly	front
body -> paneling -> bumper	volume components -> clip/clamp installed incorrectly	front top
body -> paneling -> bumper	component, automotive fluids -> loose	front
body -> paneling -> bumper	component, automotive fluids -> loose	front top

New workshop code

Object of complaint	Complaint type	Position
body -> paneling -> bumper	volume components -> bracket installed incorrectly	front top
body -> paneling -> bumper	connections -> retainer faulty	front top

Vehicle data

Audi A6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GHAAC8	2025	A		ECCB	UJN	*
GHAAD8	2025	A		ECCA	UJN	*
GHAAD8	2025	A		ECFA	UJG	*
GHASE8	2025	A		ECFA	UJG	*
GHASE8	2025	A		ECCA	UJN	*

Documents

Document name
master.xml

Condition

Customer states:

- The bumper cover protrudes past the wing. The front bumper has come loose at the connection to the wing above the headlight (Figure 1).



Figure 1. Example of the bumper cover protruding past the wing.

Workshop findings:

- The connecting clip that secures the front bumper cover to the wing above the headlight is not engaged correctly.

Technical Background

A securing strip is used to connect the bumper cover to the wing above the headlight. If this strip is not fully engaged in the bumper cover, the bumper cover may come loose from the wing.

Production Solution

Optimized process.

Service

NOTICE

This bulletin may apply to vehicles still within the new model launch repair authorization period!

- **For vehicles still in the launch phase, the workshop must create a case with the Technical Assistance Center (TAC) per the repair authorization. Reference this TSB number in the first line of the TAC case.**

Replace the securing strip on the affected side.

To do this, loosen the trim at the front (refer to figure 2).



Figure 2. *Loosening the inner trim.*



Figure 3. *New securing strip.*

When attaching the new securing strip, ensure that it is fully clipped onto the wing.



Figure 4. Image shows the clipped-in securing strip.

Press the bumper cover onto the wing bracket and engage the securing strip. Ensure that the securing strip is fully clipped into the bumper cover.



Figure 5. Image shows the area where the securing strip is clipped to the bumper cover.

Fit the trim at the front.



Figure 6. Image shows the area after the measure has been performed.

When billing, please always attach photos that clearly show 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 people and/or face, license plates, or customer data.

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:	6310		
Damage Code:	0018		
Labor Operations:	Modify bumper (replace securing strip) (one side)	6310 4999	30 TU
	Modify bumper (replace securing strip) (both sides)	6310 5099	50 TU
Claim Comment:	As per TSB 2078653/1		

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

Part number	Designation	Quantity
85E 807 864 B 9B9	Securing strip (right-side)	1
85E 807 863 B 9B9	Securing strip (left-side)	1

Additional Information

All parts and service references provided in this TSB (**2078653**) are subject to change and/or removal.

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