



Connection offline

Technical Service Bulletin

Transaction No.: **2068999/4**

51 Service info: Cracked paintwork with corrosion at joint between roof and roof side member

Release date: Aug 21, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6	2013 – 2027	All	Not applicable
S6, and S7	2013 – 2018 2020 – 2025		
A7	2013 – 2025		
RS 7	2014 – 2018 2021 – 2026		
A3, and S3	2015 – 2020 2022 – 2026		
A3 Cabriolet	2015 – 2019		
TT, TTS, and TT Roadster	2016 – 2023		
A3 Sportback e-tron	2016 – 2018		
RS 3	2017 – 2020 2022 – 2026		
Q7	2017 – 2026		
A4, and A4 allroad	2017 – 2025		
A5, S5, Q5, and SQ5	2018 – 2026		
S4, A5 Sportback, and S5 Sportback	2018 – 2025		
A5 Cabriolet, and S5 Cabriolet	2018 – 2024		
RS 5	2018 – 2019 2021 – 2024		
TT RS	2018 – 2022		
A8, Q3, and Q8	2019 – 2027		
RS 5 Sportback	2019		

	2021 – 2025
e-tron	2019 2021 - 2023
S8, SQ8, and RS Q8	2020 – 2027
SQ7, and A6 allroad	2020 – 2026
Q5 e quattro	2020 – 2025
e-tron Sportback	2020 – 2023
A8 e quattro	2020 – 2021
RS 6 Avant, Q5 Sportback, and SQ5 Sportback	2021 – 2026
A7 e quattro	2021 – 2022
e-tron GT	2022 - 2024
RS e-tron GT, Q4 e-tron, and Q4 Sportback e-tron	2022 – 2026
e-tron S	2022 – 2023
Q8 e-tron, Q8 Sportback e- tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024
A6 Sportback e-tron, and S6 Sportback e-tron	2025 2027
Q6 e-tron, Q6 Sportback e- tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised title (Change to text) Revised header (Add models and model years) Revised <i>Condition</i> (Change to text) Revised <i>Technical Background</i> (Change to text) Revised <i>Warranty</i> (Change to text)
3	12/17/2024	Revised header (Add models and model years) Revised <i>Condition</i> (Change to text) Revised <i>Service</i> (Change to text)

2	09/16/2024	Revised header (Add A5 models 2018 – 2024) Revised <i>Condition</i> (Clarified customer statement) Revised <i>Technical Background</i> (Clarified technical background) Revised <i>Service</i> (Clarified service statement)
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Customer states:

Cracked paintwork with corrosion at joint connecting roof to roof side member.

Workshop findings:

Cracked paintwork with corrosion at joint connecting roof to roof side member.

Technical Background

As the result of force applied to the roof skin panel, a crack in the paintwork forms in the area where the roof is joined with the roof side member.

The force involved may have been caused by hail, large amounts of snow falling off a roof, or other external forces. The crack in the paintwork is often not detected even after dent removal is carried out; it is therefore possible that a longer time period may have passed since the dent removal was performed.

Production Solution

Not applicable.

Service

The following photos show examples of the issue.

1. Figure 1 shows paint thickness measurement.



Figure 1. Paint thickness measurements.

2. Figure 2 shows an example of a typical case of corrosion formation due to paint cracking.

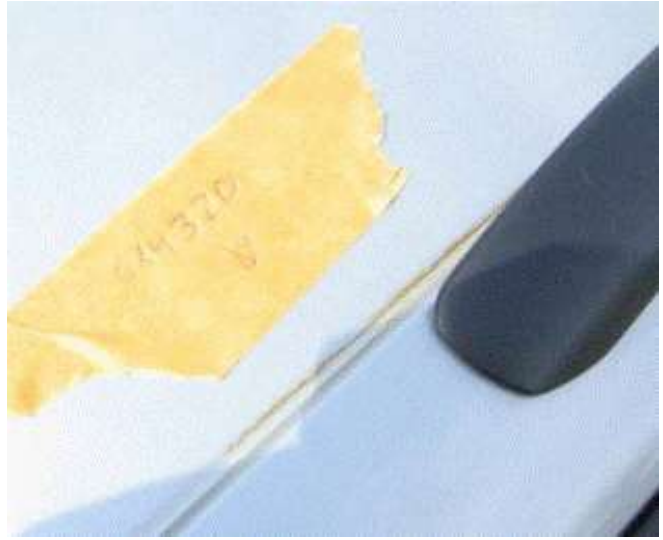


Figure 2. Resultant corrosion due to cracks in the paint.

3. Figure 3 shows a closer view of the paint cracking.

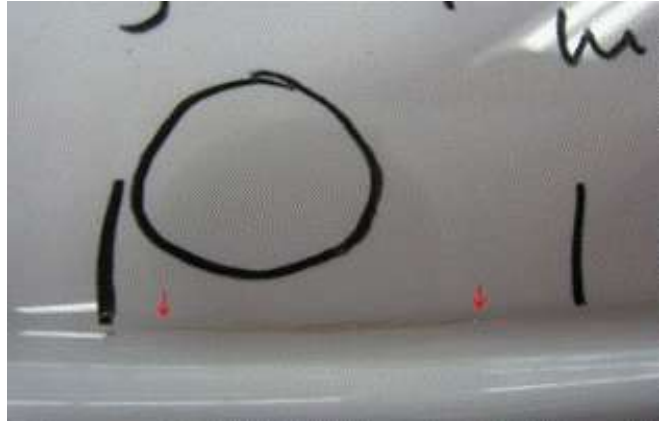


Figure 3. Close-up view of paint cracking where the roof is joined with the roof side member.

4. Figure 4 shows paintwork crack evaluation using a magnifying glass.



Figure 4. Paintwork crack evaluation using a magnifying glass.

5. Figure 5 shows surface deformations caused by large amounts of snow falling off a roof.



Figure 5. Surface deformations caused by large amounts of snow falling off a roof.

6. Figure 6 shows deformation identified using a dent mirror.

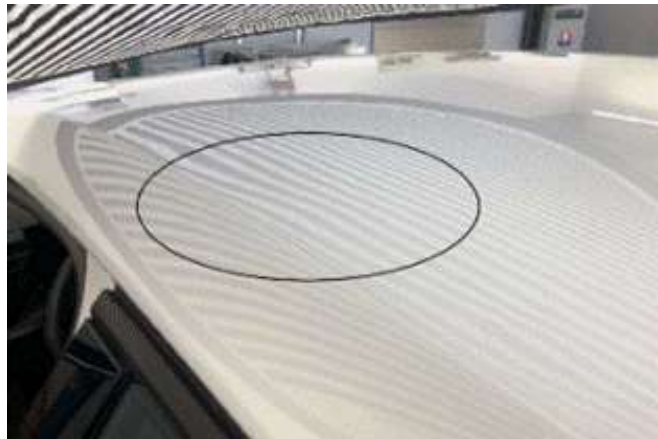


Figure 6. Deformation identified using a dent mirror.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2068999**) 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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