

Technical Service Bulletin



51 Vehicle inspection, protection removal, and detailing

51 13 06 2009967/10 August 9, 2013. Supersedes Technical Service Bulletin Group 00 number 11-23 dated June 3, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2012 - 2015	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
10	-	Revised header data (Added model years)
9	6/3/2011	Revised header data
8	6/09/2009	Revised header data
7	6/09/2009	Revised <i>Service</i>
6	11/26/2008	Revised Title to include Repair Group

Instructions for vehicle inspection, protection removal, and detailing.

Technical Background

Not applicable.


Production Solution

Not applicable.

Service

INDEX OF INFORMATION

- The detailer's role
- Inspecting vehicle cover for damage (to be completed within 48 hours of delivery to dealership)
- Shipping damage
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 **Tip:** Part numbers listed in this bulletin are for reference only. Always check with your Parts Department for the latest parts information.

The detailer's role

The impact you have on the Audi customer is immense. You play a vital role in delivering a perfect Audi to your customers. The delivery process is exciting for our customers. Your attention to detail will give an Audi customer a positive experience about his or her new car far beyond the first day of delivery. By preparing a perfectly-detailed vehicle for your customer, you are not only meeting or exceeding your customer's expectations, you are also helping to eliminate any buyer's remorse (the feeling of anxiety people experience after making a large or important purchase).

To help you with your detailing role in the perfect delivery process, refer to the Detailer Inspection Checklist (delivered with the vehicle).

Printed pages (non-carbon copies) of the Perfect Delivery procedure can be viewed on ServiceNet and in the PDI chapter of the After Sales Process Handbook in [→ AccessAudi.com](#)

Unless otherwise instructed, the completed and signed checklist should be left in the glove box of the vehicle for easy access by the Audi Brand Specialist (ABS).

Please know that you have a team behind you with excellent products and support to enable you to make a perfect delivery each and every time!


By utilizing the following procedures, you will be able to exceed the customer's expectations and deliver the finest vehicle possible.

Inspecting vehicle cover for damage

1. When the vehicle arrives at the dealership, leave the spin-woven cover on the vehicle until the cover can be inspected.
2. Within 48 hours after arrival at dealership, inspect the complete spin-woven cover for damage. If the spin-woven cover is damaged (torn, cut, etc.), remove the cover using appropriate steps to allow for inspection of damage. If any shipping damage is found, see *Shipping Damage*.

Shipping damage

You must note the damage on the Carrier Delivery Receipt, including damage type, extent, and location. Failure to note damage on the Carrier Delivery Receipt will result in non-payment of the repair.

 **Tip:** For all transportation issues, refer to Chapter 5 of the Warranty Policies and Procedures Manual.

Spin-woven covers, removal and disposal

1. Unzip and fold cover toward center (Figure 1).



Figure 1. Unzip and fold cover.

2. Roll cover upward (Figure 2).

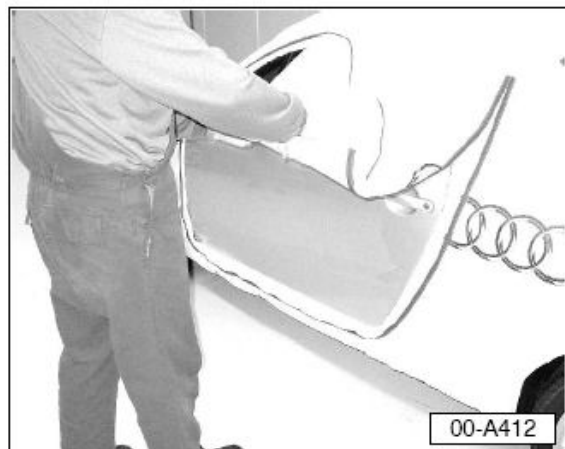


Figure 2. Roll cover upward.

3. Insert fabric strip into tab provided to retain cover (if applicable) (Figure 3).

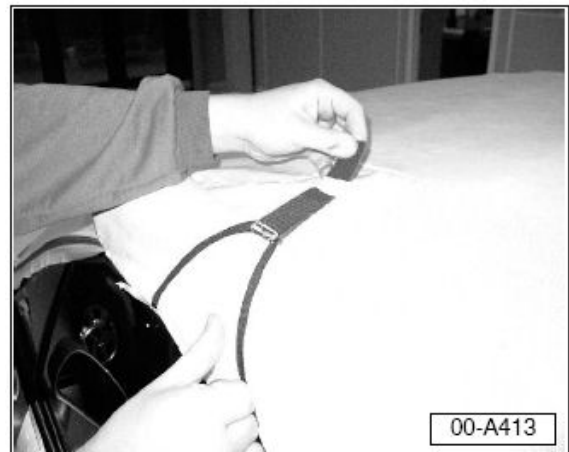


Figure 3. Inserting fabric strip.

The door can be now be opened, making it possible to move the vehicle if necessary.

⚠ Note:

After it has been opened to allow driver access to move the vehicle, close the cover immediately to ensure continued protection against contamination from industrial materials.

4. With cover access door unzipped, folded and retained, open driver's door and remove cover from sill (rocker panel) (Figure 4).



Figure 4. Remove cover from sill.

5. Remove tape from area adjacent to B-pillar (Figure 5).

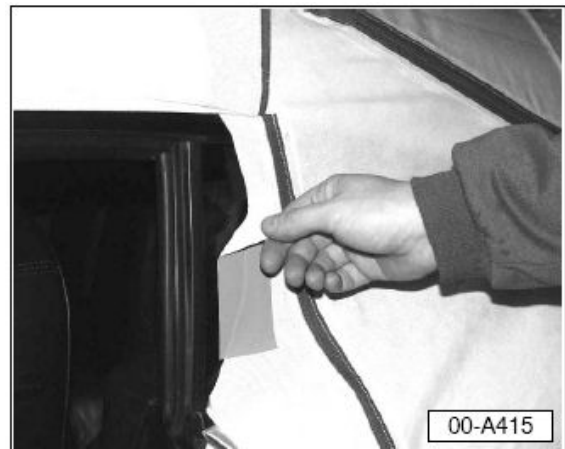


Figure 5. Remove tape.

6. Close vehicle door and zip up access door in cover (Figure 6).

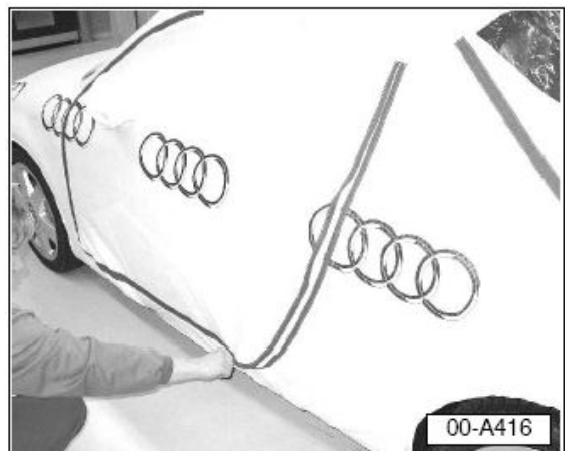



Figure 6. Zipped-up door cover.

7. Remove tape from area around windshield (Figure 7).

 **Tip:** Tape removal should be performed slowly and indoors after surface temperatures have been allowed to stabilize within the given range. The ideal body surface temperature for tape removal is 60°F (15.5° C) to 80°F (26.6° C).

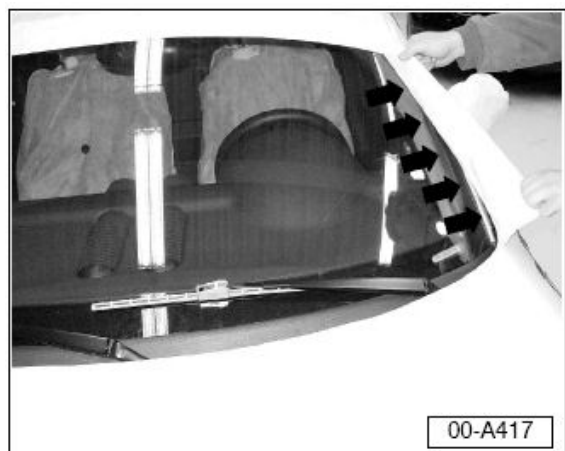


Figure 7. Remove tape from windshield.

8. Fold out molded sections from within wheelhousings. Shake out any debris that may have accumulated under the molded wheelhouse sections before removing (Figure 8).

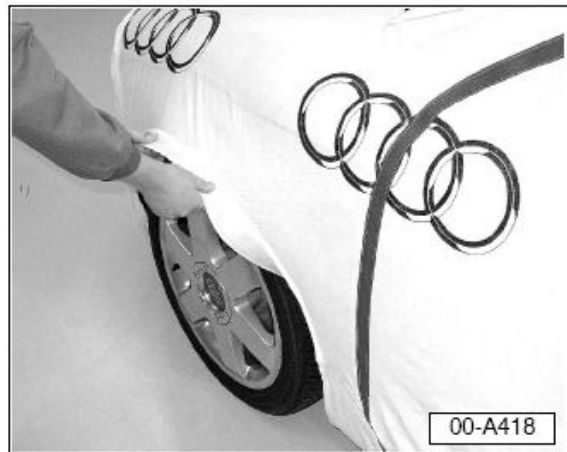


Figure 8. Shake out debris.

9. Remove rubber (bungee) straps and their plastic hooks from sills (rocker panels) (Figure 9).

A8 models: Remove 2 Kevlar bands and 4 plastic clips at underbody section.

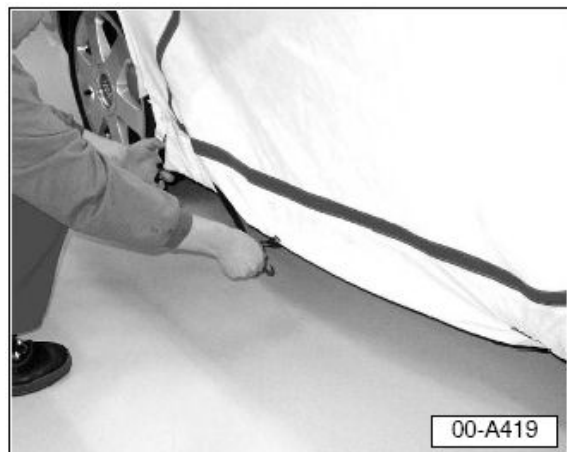


Figure 9. Remove rubber straps and hooks from sill.

10. With the aid of an assistant, lift cover from left and right sides of rear bumper (Figure 10).

A8 models: Remove hooks from underside. Unzip cover at trunk lid, remove inner bracket and close zipper.

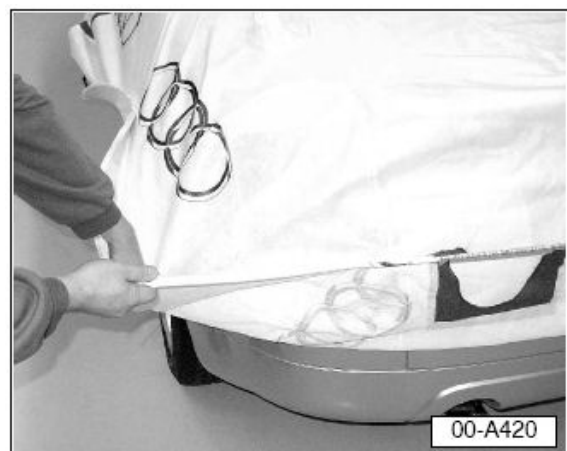


Figure 10. Lift cover.

11. Fold up cover as shown (fold to roof center) (Figure 11).



Figure 11. Fold up cover.

12. With the aid of an assistant, lift cover from front bumper as shown (Figure 12).

A8 models: Remove hooks from underside.

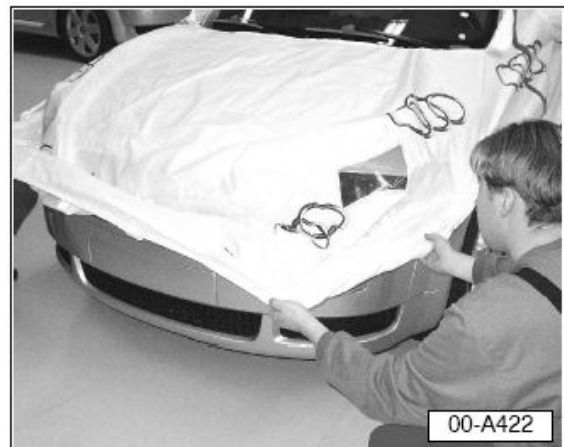


Figure 12. Lift cover from front bumper.

13. Fold cover upward, as previously completed at rear of vehicle (Figure 13).



Figure 13. Fold cover upward.

14. Allow cover to rest on roof of vehicle while folding sides up (Figure 14).

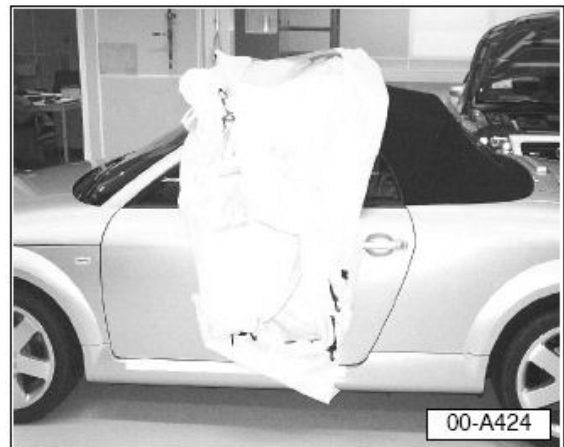


Figure 14. Allow cover to rest on roof.

15. Remove shipping cover with the aid of an assistant.

! Note:

To avoid the potential for surface damage, do *not* remove cover without the aid of an assistant.

16. Dispose of the cover (preferably by recycling, to allow material recovery). Do *not* reuse the cover.

Rapguard[®] removal and disposal, vehicle inspection, and residue removal

Vehicles are shipped with Rapguard. This self-adhering plastic product is applied in certain areas of the vehicle and is designed to provide protection from all types of possible damages.

! Note:

Rapguard must be removed from the vehicle no later than six months after application. See sticker (location on vehicle body varies) for detailed information.

1. Ensure that the vehicle is at room temperature. The ideal body surface temperature for Rapguard removal is 60°F (15.5°C) to 80°F (26.6° C).
If body surface temperatures are below 60°F (15.5°C) or above 80°F (26.6° C), then removal procedure should be performed indoors after surface temperatures have been allowed to stabilize within the given range.
2. Rinse vehicle thoroughly with water to remove surface dirt or dust and to help stabilize body surface temperatures.
3. Starting at the corners of each panel, carefully remove Rapguard from vehicle.
4. Dispose of Rapguard as normal paper waste. If unsure about proper disposal procedures in your area, check local regulations.

Vehicle inspection after Rapguard removal

Inspect painted surfaces either indoors under fluorescent lighting or outdoors under bright sunlight.

- If any scratches, dings, or dents are identified:
Important: If any defects (scratches, dings, dents and other types of body damage) on the exterior are identified, contact your supervisor and arrange to repair defects immediately. Repairs *must* be completed prior to delivery.

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- If paint discoloration is identified:
After removal of Raggard, some vehicles may exhibit temporary paint discoloration or paint swelling caused by moisture trapped under the Raggard. The discoloration looks like shaded or dark magic marker lines. This swelling will disappear with exposure to the sun or heat lamps within 2 – 3 hours. Severe paint swelling may require 2 – 3 days to recover.



Tip: Do *not* buff or refinish paint for this condition.

Remove paint discoloration with a heat gun using the following procedure:

- Hold heat gun approximately 3 inches away from affected paint surfaces and apply heat using slow oscillating motions until discoloration is gone.
- If discoloration remains, wipe the heated area with Isopropyl alcohol and repeat procedure to increase surface drying.
- If this process is not successful and discoloration remains, refer to TSB 2014055: *55 Paint spotting on top surfaces*.

After discoloration is removed, or if no discoloration was detected, inspect and remove any adhesive residue.

Raggard adhesive residue removal

- Remove light lines of adhesive residue with Perfect-It™ non-abrasive polishing products for light- or dark-colored vehicles.
- Remove thick lines of adhesive residue with a general purpose adhesive cleaner.


3M™ Perfect-It™ Foam Polishing Pad Glaze (for light-colored vehicles)	
Part Number	MMM039109DSP
Container Size	16 oz.
Containers per Case	6
For bulk quantities, see → Required Parts and Tools	

3M™ Perfect-It™ Foam Polishing Pad Glaze Swirl Mark Remover (for dark-colored vehicles)	
Part Number	MMM039009DSP
Container Size	16 oz.
Containers per Case	6
For bulk quantities, see → Required Parts and Tools	

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3M™ General Purpose Adhesive Cleaner	
Part Number	MMM008987DSP
Container Size	15 oz.
Containers per Case	6



For bulk quantities, see → [Required Parts and Tools](#)

Exterior body, wheels and tires

Body, cleaning

1. Wash and dry vehicle exterior.



Tip: Do *not* wash or dry vehicle in direct sunlight. Rapid water/soap solution evaporation may form water spots on the paint surface.

The plush fibers of the Audi Car Wash Mitt carry an abundance of soap and water to help loosen and lift away dirt and grime from the vehicle's surface.

2. Inspect interior floors and glass for water leaks.
3. Inspect paint surface, moldings and glass.

Important: If any defects on the exterior have been identified (scratches, dings, dents, and other types of body damage), contact your supervisor and arrange to repair defects immediately.

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3M™ Car Wash Soap	
Part Number	MMM039000DSP
Container Size	16 oz.
Containers per Case	6
For bulk quantities, see → Required Parts and Tools	

Audi Car Wash Mitt	
Part Number	ZAW 911 380
Container Size	N/A
Containers per Case	1
For bulk quantities, see → Required Parts and Tools	

Wheels and tires, cleaning

1. Remove protective cover from wheels (if applicable).
2. Remove thick lines of adhesive residue with general purpose adhesive cleaner.
3. Clean alloy wheels and tires. Alloy wheels can be cleaned with ease without damaging the finish.

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3M™ General Purpose Adhesive Cleaner	
Part Number	MMM008987DSP
Container Size	15 oz.
Containers per Case	12

For bulk quantities, see [→ Required Parts and Tools](#)

3M™ Wheel Tire Cleaner	
Part Number	MMM039036
Container Size	16 oz.
Containers per Case	6

For bulk quantities, see [→ Required Parts and Tools](#)

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Exterior finish, applying wax

Wax each vehicle prior to delivery to the customer.

Finish can be significantly improved without the use of harsh polishing compounds and high speed buffing. Either 3M™ Performance Finish or 3M™ Perfect-It™ Show Car Paste Wax may be used to wax the vehicle.


- To wax with 3M™ Performance Finish:
 - a. Gently apply a thin, uniform film to the paint surface using a terry cloth wax applicator or a clean, soft, folded, cotton terry cloth towel.
 - b. Allow to dry to a hazy finish.
 - c. Remove residue and buff to a high gloss.
- To wax with 3M™ Perfect-It™ Show Car Paste Wax:
 - a. Apply wax to panel-sized area (door, fender, etc.) using a firm circular motion.
 - b. Allow wax to dry to a hazy finish.
 - c. Use 3M™ Perfect-It™ III Detailing Cloth to polish the finish by hand.


3M™ Performance Finish	
Part Number	MMM039030
Container Size	1 pint
Containers per Case	6
Part Number	MMM038112
Container Size	1 quart
Containers per Case	1

For bulk quantities, see → [Required Parts and Tools](#)

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3M™ Perfect-It™ Show Car Paste Wax		
Part Number	MMM039526DSP	
Container Size	10.5 oz.	
Containers per Case	6	
For bulk quantities, see → Required Parts and Tools		

3M™ Perfect-It™ III Detailing Cloth:		
Part Number	MMM006016DSP	
Container Size	6 Cloths per package	
Containers per Case	6	
For bulk quantities, see → Required Parts and Tools		

Paint finish, inspecting for swirl marks

Inspect vehicle paint finish for swirl marks.

- If swirl marks are not found, go to *Exterior glass, cleaning*.
- If swirl marks are found, contact your supervisor.

Exterior glass, cleaning

Follow these directions to address residue, a rough surface, a snakeskin appearance, or streaking on the windshield.

1. Shake bottle of 3M™ Glass Polishing Compound to mix product evenly.
2. Apply cleaner directly to outside of windshield on both driver and passenger sides (Figure 16).



Figure 16. Cleaner applied to windshield.

3. Using a clean, dry microfiber cloth (Such as 3M™ Perfect-It™ III Auto Detailing Cloth Yellow), vigorously clean windshield with long, horizontal strokes (Figure 17).
Try to avoid applying product to window trim.



Figure 17. Cleaning windshield.

4. Allow to dry until a fine film layer (haze) forms.



Tip: Drying time is based on ambient temperatures. Temperatures of 15°C or lower can extend drying time.

5. Use a garden hose to rinse the windshield. Also rinse any product that was inadvertently applied to the trim (Figure 18).



Figure 18. Rinse and wipe windshield.

6. With a clean, dry, microfiber cloth, dry and buff glass to a clean shine (Figure 19).



Figure 19. Dry and buff windshield.


7. With warm water, wet and ring out microfiber cloth. Wipe off any residue that made contact with trim or rubber.
8. Install permanent wiper blades or remove temporary wiper blades (as necessary).

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3M™ Glass Polishing Compound	
Part Number	G 0528451L
Container Size	
Containers per Case	1



For bulk quantities, see → [Required Parts and Tools](#)

Engine compartment, cleaning

Wipe down engine compartment.





Tip: Do *not* use chemicals containing silicone.

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Interior, cleaning

1. Clean all interior mirrors and glass (including sunroof if applicable).
2. Remove all trim protection, coverings, and decals.
3. Remove decals, stickers, and shipping labels.
 -  **Tip:** Do *not* remove Air Bag Warning Triangle or Warning Labels.
4. Inspect all interior surfaces and compartments (including upholstery, sun visors, and headliner). Clean as required (see below).
 - Also see TSB 2001906: *74 Interior fabrics, vinyls and plastics, cleaning tips.*
 - On leather upholstery, use 3M™ Scotch-Brite™ Type T Scuff Sponge with a small amount of soapy water to clean stubborn dirt. Also see TSB 2004327: *74 Leather upholstery, cleaning tips.*
5. Check for excessive grease on seat tracks and clean as necessary.
6. Vacuum carpet.
7. Check luggage compartment. Vacuum if necessary.
8. Check color match of front/rear floor mats.
9. Install mats, including locking clips/tabs if applicable.
10. Perform final inspection in daylight or under fluorescent light to ensure that the vehicle is free from visual defects, and that it is completely clean.
11. Complete and sign the Detailers Inspection Checklist.
12. Place the completed checklist in the vehicle glove compartment.
13. Deliver the vehicle to the Sales Department.

All Purpose Cleaner		
Part Number	ZVW 177 203	
Container Size	16 oz.	
Containers per Case	24	



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3M™ Scotch-Brite™ Type T Scuff Sponge	
Part Number	MMM007439DSP
Container Size	10 sponges per package
Containers per Case	30

Additional information

- 3M™, Perfect-It™ and Scotch-Brite™ are registered trademarks of 3M™.
- Some 3M™ products are available in larger bulk quantities.
- 3M™ products are available through the Audi parts system and through local 3M™ distributors. Consult your parts department for ordering.

Warning:

Always read and follow manufacturer Cautions and Warnings regarding use of products listed in this Technical Service Bulletin.

Warranty

This TSB is informational only and not applicable to any Audi warranty.

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Required Parts and Tools

Description	AoA Part Number	Unit Size	Units/std pkg
3M™ Perfect-It™ foam polishing pad glaze (light-colored vehicles)	MMM039109 DSP	16 oz	6
	MMM005995 DSP	quart	12
	MMM039819 DSP	1 gallon	4 Only
3M™ Perfect-It™ Foam Polishing Pad Glaze Swirl Mark Remover (for dark-colored vehicles)	MMM039009 DSP	16 oz.	6
	MMM005996 DSP	quart	12
	MMM039809 DSP	1 gallon	4 Only
3M™ Car Wash Soap	MMM039000 DSP	16 oz.	4
	MMM039800 DSP	1 gallon	4 Only
Audi Car Wash Mitt	ZAW911380	1	1
3M™ Performance Finish	MMM039030	1 pint	6
	MMM038112	1 quart	1
All Purpose Cleaner	ZVW177203	16 oz.	24
3M™ Perfect-It™ Show Car Paste Wax	MMM039526 DSP	10.5 oz.	6
3M™ Perfect-It™ III Auto Detailing Cloth Yellow	MMM006016 DSP	6/pkg	6
	MMM006017 DSP	50/cs	50 Only
	MMM039016 DSP	each	12
3M™ General Purpose Adhesive Cleaner	MMM008987 DSP	15 oz.	12
	MMM008984 DSP	quart	6
3M™ Perfect-It™ III Cleaner Clay	MMM038070 DSP	7 oz.	6
3M™ Quick Wax	MMM039034 DSP	16 oz.	6
	MMM039434 DSP	4 oz.	25 Only
	MMM039834 DSP	1 gallon	4

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3M™ Scotch-Brite™ Type T Scuff Sponge	MMM007439 DSP	10 per pkg	30
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Additional items available for Drop shipment			
Description	AoA Part Number	Unit size	Units/std pkg
3M™ Spray Trigger Nozzle Head	MMM037717 DSP	each	24
3M™ Detailing Spray Bottle	MMM037716 DSP	32 oz. bottle	24
3M™ All Purpose Cleaner and Degreaser	MMM038350 DSP	1 gallon	4
	MMM038351 DSP	5 lb. pail	1
	MMM038052 DSP	55 gallon drum	1
3M™ Heavy Duty Wheel Cleaner	MMM038374 DSP	1 gallon	4
	MMM038375 DSP	5 gallon pail	1
	MMM038076 DSP	55 gallon drum	1
3M™ Car Wash Soap	MMM038377 DSP	1 gallon	4
	MMM038378 DSP	5 gallon pail	1
	MMM038079 DSP	55 gallon drum	1
3M™ Adhesive and Tar Remover	MMM038080 DSP	1 gallon	4
	MMM038081 DSP	5 gallon pail	1
	MMM038082 DSP	55 gallon drum	1
3M™ Glass Cleaner	MMM008888 DSP	19 oz. can	12 Only
	MMM038399 DSP	1 gallon	4
	MMM038300 DSP	5 gallon pail	1
	MMM038101 DSP	55 gallon drum	1
3M™ Detailing Compound 308	MMM038105 DSP	1 gallon	4
3M™ Detail Wax	MMM038111 DSP	1 gallon	4

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Additional items available for Drop shipment			
Description	AoA Part Number	Unit size	Units/std pkg
3M™ Gloss Enhancer	MMM038113 DSP	1 gallon	4
	MMM038114 DSP	5 gallon pail	1
	MMM038115 DSP	55 gallon drum	1
3M™ Detail Polish 208	MMM038116 DSP	1 gallon	4
3M™ Detail Polish 108	MMM038133 DSP	1 gallon	4
3M™ Tire and Wheel Cleaner	MMM039036 DSP	each	6 Only
3M™ Engine dressing	MMM038124 DSP	1 gallon	4
	MMM038125 DSP	5 gallon	1
3M™ Tire dressing	MMM038127 DSP	1 gallon	4
	MMM038128 DSP	5 gallon	1
	MMM038129 DSP	55 gallon	1



Tip: For part number ordering clarification, the part numbers should be entered as follows: Complete part number without spaces, and then insert 2 spaces just before the DSP designation. e.g. MMM008987__DSP.

Additional Information

More information can be found in the following resources:

- TSB 2014055: *55 Paint spotting on top surfaces.*
- TSB 2001906: *74 Interior fabrics, vinyls and plastics, cleaning tips.*
- TSB 2004327: *74 Leather upholstery, cleaning tips.*

All parts and service references provided in this TSB (2009967) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.