



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Except Routan	2013-2017	All	All	All	All

Condition

66 16 03 October 18, 2016 2027119 Supersedes T.B. V661602 dated April 6, 2016 to include 2017 model year applicability.

Damage on External Chrome or Aluminum Surfaces

Customer statement:

Complaints on external chrome/aluminum surfaces (for example trim, protective strips, etc.):

- bubbles
- flaking-off
- cracks

Technical Background

The surfaces of chrome parts can get damaged in the production process or by external influences.

Production Solution

Not applicable.




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Service

Conditions Covered by Warranty

Illustrations of components with complaints on the chrome coating:

Damage type	Possible cause	Measure	Warranty
Bubbles	Surface defect in production (no external impact).	Parts replacement	Yes
			
Flaking-off	Surface defect in production (no external impact).	Parts replacement	Yes



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Cracks	Surface/material defect in production (no external impact).	Parts replacement	Yes
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Tip:

If parts are replaced according to the repair manual, the following points must be observed:

- Do not bend the components as this can lead to tiny cracks in the surface.

Conditions Not Covered by Warranty

Complaints on external chrome/aluminum surfaces (for example trim, protective strips, etc.):

- marks (brown)
- stone chips
- rust film
- hairline cracks in the surface

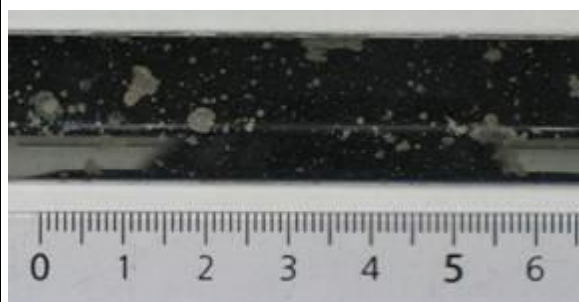


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The surfaces of chrome and anodized aluminum parts can get damaged by:

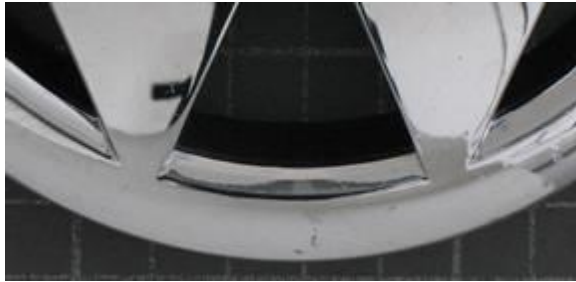
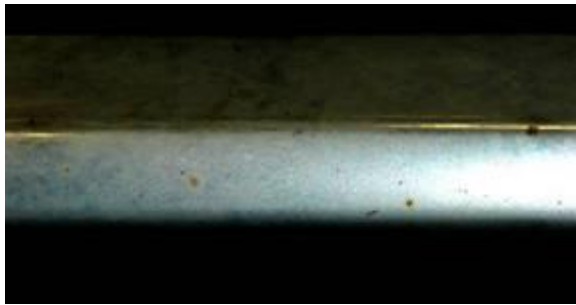
- external influences
- improper cleaning
- improper cleaning products.

Damage type	Possible cause	Measure	Warranty
<i>Brown marks</i>	External impact through road salt	Polish / parts replacement	No






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Stone chips	Damage through external impact	Parts replacement	No
			
Rust spots/industrial dust	External impact	Clean/polish	No
			

Illustrations of components with complaints on the anodized aluminum:

Damage type	Possible cause	Measure	Warranty
Hairline cracks in the anodized coat	External impact through possible bending of the components during the installation in service	Parts replacement	No
			



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Warranty

Information only.

Required Parts and Tools

Information only.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.

Cleaning/polishing recommendation:

- Do not use any alkaline, acidic or abrasive cleaners, as they can damage the surfaces of the components (particularly anodized aluminum).
- Before the treatment the components must be clean and dry.
- Commercially available wax-containing chrome/ aluminum polish can be used.
- Observe the instructions of the cleaners.

When washing the car alkaline cleaners are often used.

As they are sometimes highly concentrated, they must be completely rinsed off with water. Dry the surfaces with a soft cloth. This is particularly important on hot days, as the water quickly evaporates, leaving cleaner residues.

Avoid direct sunlight when cleaning the car.

Particularly in winter dirt and salt must be quickly removed.

Observe the following instruction from the owner's manual:

- Dampen a clean, soft cloth with water and clean the surfaces with it.
- If the surfaces are very dirty, use solvent-free care products.
- Use a dry, soft cloth to clean and polish chrome and aluminum parts.

To prevent the chrome and aluminum parts from future damage:

- Do not clean or polish chrome and aluminum parts in direct sunlight.
- Do not clean or polish chrome and aluminum parts in a dusty or sandy environment.
- Do not use any care product which contains abrasives.



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- Do not use insect or kitchen sponges or similar.
- Do not polish dirty surfaces.
- Do not use solvent-containing cleaners.
- Do not use hard wax.

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Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2027119/5	10/18/16	V661603	Include model year 2017 applicability.
2027119/1	8/11/11	V661101	Original publication.