



Technical Service Bulletin

70 Leather dashboard blistering, bubbling, wrinkled, loose, wavy, detached, delaminating

70 23 85 2071698/1 November 3, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8, and R8 Spyder	2017 – 2018 2020 – 2022	All	Not Applicable
Q8	2019 – 2022		
e-tron quattro	2019 2021 – 2022		
e-tron Sportback quattro, SQ8, and RS Q8	2020 – 2022		

Condition

Customer states:

- The leather of the dashboard is wavy, wrinkled, loose, blistering and/or bubbling.

Workshop findings:

- The leather has delaminated from the dashboard substrate.

Technical Background

The leather detaches from the dashboard substrate due to process weaknesses and extreme stresses caused by hot and humid climates. The material reaches its physical load limit.

Production Solution

Various measures have taken place, but they are not 100% effective.

Further optimization measures are currently under investigation.

Service

- Replace the dashboard according to: Elsa>>Repair manual>>Body>>Body Interior>>70 Interior Trim>>Instrument Panel>>Instrument Panel, Removing and Installing.





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The following photos show samples of what defect patterns may be claimed under Warranty and which may not. Only leather covered dashboards are affected.

The following six photos show defect patterns that may be claimed under this TSB/Warranty Extension (Figures 1-6).



Figure 1. Massive, large-scale delamination.



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Figure 2. Massive, large-scale delamination.

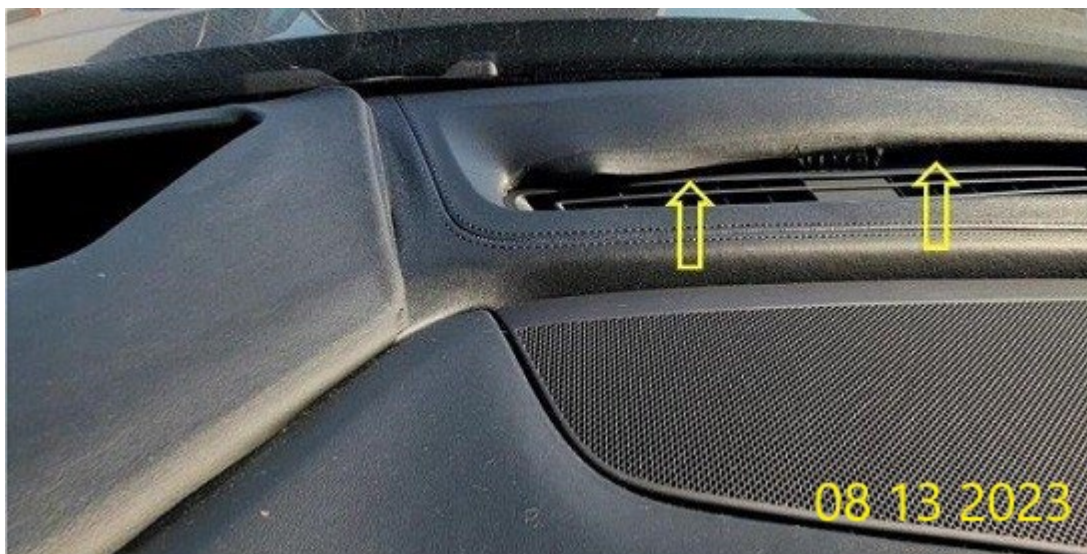
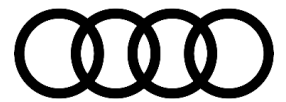


Figure 3. Massive delamination at the defroster vent.



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Figure 4. Delamination at the bend / radius.



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Figure 5. *Slight blistering / bubbling.*



Figure 6. *Wrinkles due to shrinkage.*



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The following two photos show defect patterns that **may not be claimed under this TSB/Warranty Extension** (Figures 7-8).

These customer complaints are covered under the “Trim items” warranty coverage.

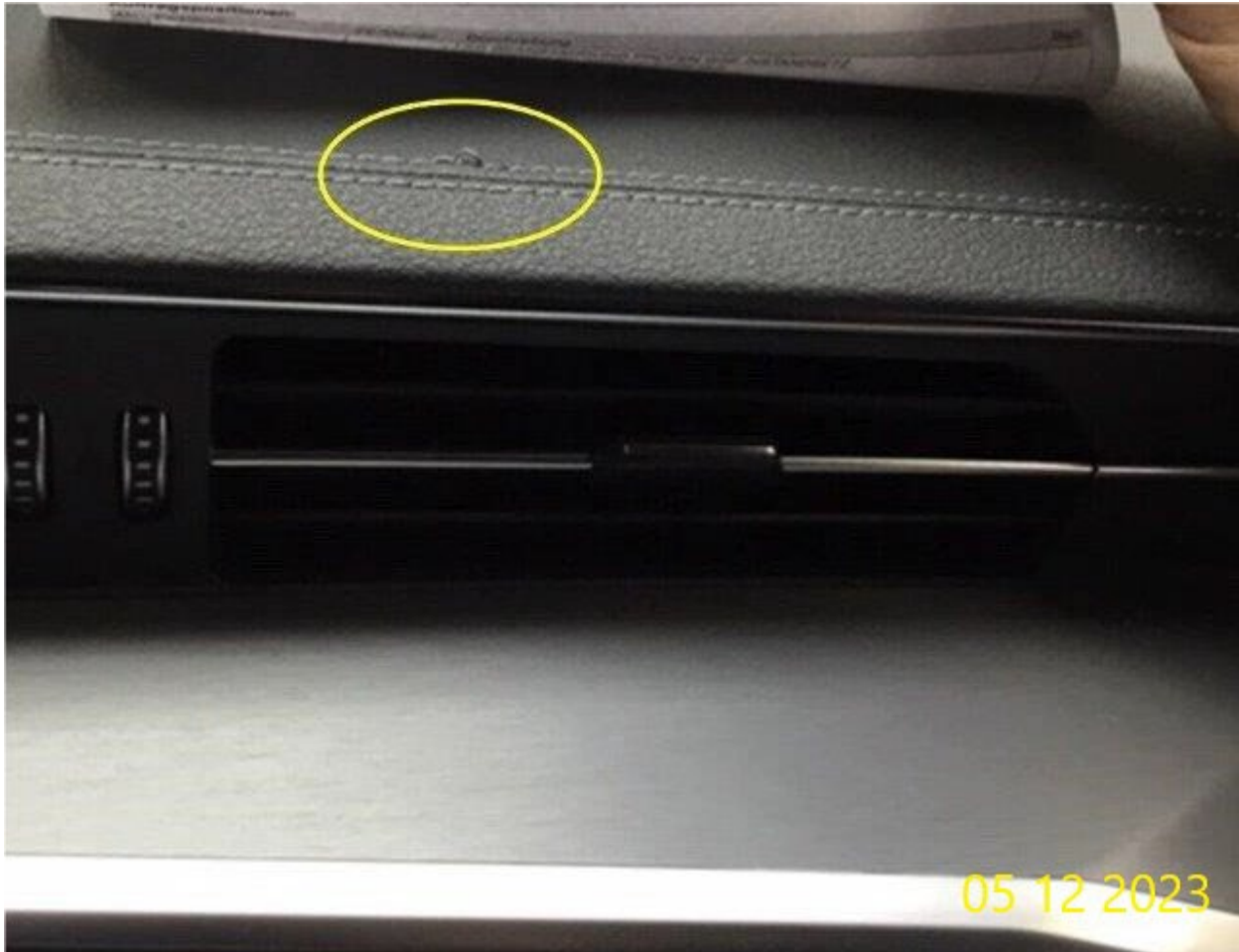


Figure 7. Stitching defect.

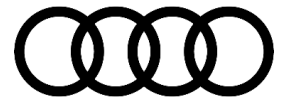


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Figure 8. *Uneven seam.*

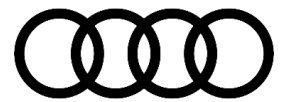
The following three photos show damage patterns caused by outside influences. These are not warrantable defects and **cannot be claimed under Warranty** (Figures 9-11).



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Figure 9. Leather damaged by mechanical force.



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Figure 10. Leather detachment due to the use of harsh cleaning agents.



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Figure 11. *Leather surface scratched.*

2. Please upload photos to DOC-IT. Required photos include:

- Clear photo with the visible complaint
- Full vehicle photo.
- Date must be visible in the photo.

Warranty

Claim Type:	<ul style="list-style-type: none">• 910/110 Up to 48 Months/50,000 Miles.• 1GW Up to 96 Months/80,000 miles.• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
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Service Number:	7018		
Damage Code:	0030		
Labor Operations:	Instrument panel replace	7018 5550	See SRT with associated operations
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2071698/1		

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.

Additional Information

All part and service references provided in this TSB (**2071698**) 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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