

XENTRY TIPS

Clearcoat peeling / flaking / bubbling

Topic number	LI98.00-P-058914
Version	10
Function group	98.00 General
Date	05-23-2018
Validity	All vehicles with 590 - Mars Red
Reason for change	Added PTSS feedback
Reason for block	

Complaint:

Exterior clearcoat finish is peeling, flaking, or exhibits bubbles under the surface

Attachments	
File	Description
Peeling clearcoat.jpg	Clearcoat peeling
Clearcoat flaking.jpg	Clearcoat flaking
White flaking.jpg	White Flaking
Clearcoat bubbles.jpg	Clearcoat bubbles

Cause:

Improper adhesion of clearcoat. Exposure factors like humidity or solar radiation may cause adhesion problems between base coat and clearcoat.

Remedy:

Refinish affected areas only, according to WIS and approved paint manufacturer instructions.

Note 1: The paint on the whole part has to be grinded down to the filler coat, but the cathodic immersion coat (e-coat) should not be damaged. Only areas that are exposed to UV radiation are affected, i.e. hidden surfaces, e.g. door entry, folds or back sides, are not affected.

Note 2: Affected components like fenders, hoods, doors, trunk lids and rear doors will be painted while installed on the vehicle.

Note 3: Unaffected plastic parts (bumpers) must only be loosened and remain attached to the vehicle. Other plastic exterior components such as bumpers, rocker panels, and trim are not affected, and repairs to these parts (for similar clearcoat complaints) will not be covered under warranty.

Note 4: Any transition where there is new painting will be masked off so no visible paint edges occur.

Note 5: The windshield, the rear window and the side windows must not be removed for the painting process and remain on the vehicle.

Repair steps:

XENTRY TIPS

1.) The paint on the affected panels has to be completely ground down to the filler coat.

NOTE for the dry sanding process: The removal of the clear coat is carried out with a 5-7 mm range eccentric grinder, recommended sandpaper is P180. The removal of the base coat is carried out with a 5-7 mm range eccentric grinder, recommended sandpaper is P240.

2.) Completely prime the affected panel. The primer layer serves as a separation layer for the new paintwork structure.

3.) Carry out the paint application process, according to WIS and approved paint manufacturer instructions. Do not paint hidden edges.

NOTE: If technical feedback is requested, open a PTSS case with:

1. photos of affected areas
2. paint thickness measurements according to WIS forms OF98.00-P-3000-03_

If the labor required is greater than 30hrs - Warranty policy requires an Information Only PTSS case with:

1. photos of affected areas
2. paint thickness measurements according to WIS forms OF98.00-P-3000-03_

Please also refer to the Warranty Policy and Procedures manual, section 10.12

Please use damage code 98292 01

Symptoms
Overall vehicle / Paint/corrosion / Paintwork Fault / Poor grip
Overall vehicle / Paint/corrosion / Paint damage / Swelling

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			98292 01	