

Field Remedy: 1673

Subject: Interior Trim - Painted interior trim surfaces damaged by air refreshers

Models: **Engines:** **Option:**

All All... All None

Complaint: Customer complains about loosing paint on interior trim components like radio, dashboard, switches and the center console.

Cause: Painted surfaces will be attacked and damaged by usage of air refreshers in vehicles. Air refreshers contain aggressive ingredients therefore it should be avoid to get in direct contact with painted surfaces.

Production:

Remedy:

Customers have to be informed about this concern. Often a hint is even printed on the air refresher packaging that every contact with painted surfaces has to be avoided. Parts damaged by usage of air refreshers in the vehicle will not be accepted by warranty.

FunctionalGroup: N - Electrical Equipment

Complaint Group: 07 - Foreign Material or Fluid

Trouble Code: None