

## Document Information

**Location:** Body Exterior - Exterior Ornamentation

**Topic:** Rear bumper exhaust heatshield coming loose

**Condition:** Heat from the exhaust

**Diagnostic Trouble Codes:**

N/A

## Measure

On early production 720S vehicles, the exhaust heatshield on the rear bumper may come lose.



This is due to the adhesive used to install this part to the bumper not being appropriate for this application (high temperature).

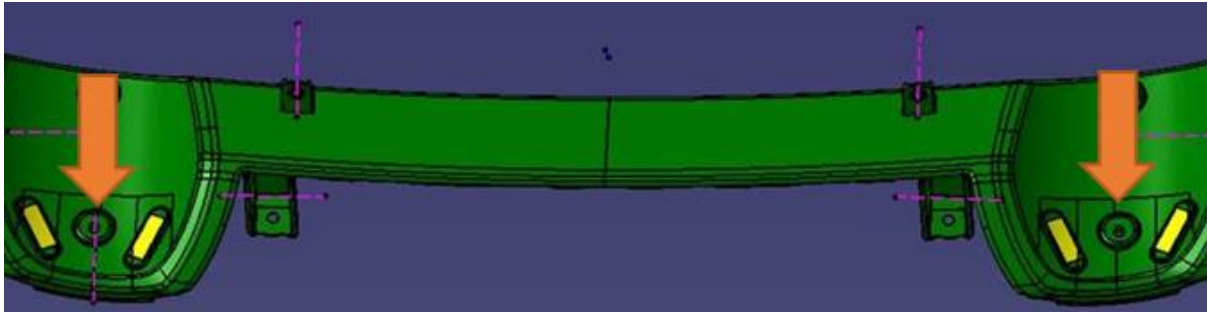
This document explains how to repair this concern with new parts and installation method.

A new design of the exhaust heatshield has now been introduced. The new heatshield now has 2 studs an inner and an outer one to secure it on the rear bumper extension.

1. Remove the old heatshields and clean the area of any adhesive, tape and other contamination
2. Depending on the manufacturing date of the vehicle, the type of heatshields fitted may be different. There are two different type of heatshields, with the difference being the number of studs/fixings on the underside surface.
3. Observe the removed heatshields to identify the number of studs / fixings:
  - If the removed heatshields have **two** studs (outer stud is glued) – see image below – use the existing holes onto the bumper extension to fit the new heatshields



- If the removed heatshields have only **one** stud on the inner side, a new hole needs to be drilled between the two tape holders in the bumper extension – see image below. Use the new heatshield as guide by partially inserting the inner stud to the existing hole and use the outer stud to align and mark the spot where the new hole needs to be drilled



Required Parts:

- 14AB737CP - HEATSHIELD - REAR EXTENSION - LH
- 14AB738CP - HEATSHIELD - REAR EXTENSION - RH
- 00RC063 - WASHER - M5X20X1 - x 4
- 00RA074 - NUT - M5 - HEX - x 4

## Warranty Information

Resolution Code to use for the Warranty Claim is found below, the total time that can be claimed for the above repair is 1.85 hours for one side plus an additional 0.50 hours for the other side - total claimable time 2.35 hours . For any additional time, ensure the breakdown of the time and explanation is recorded in the Work Package.

Location: Body Exterior

Function Group: Exterior Ornamentation

Sub Group: Rear Bumper

Part: Heatshield - Rear Extension - LH

Fault Group: Mechanical

Fault Code: Broken

Cause: Material Defect

Rectification: Replace (R+R)

## Attachments

N/A

## KA Updates Information

N/A

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