



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 68H6 / Glove Box Cover Hinge Pin

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: August 12, 2021

Issue: The right hinge pin of the glove box cover may not be properly secured. If this condition is present in the vehicle, the protective potential of the knee airbag could be impaired in the event of a crash with knee airbag deployment. Possible damage to the airbag due to contact with trim loosening from the glove box lid while the airbag is inflating cannot be fully ruled out. There is no risk to the occupants when the vehicle is operated normally. However, the impaired protective potential of the knee airbag may increase the risk of injury in the event of a crash in which the knee airbag is deployed. If the glove box lid is not seated properly, this may result in rattling noises or the glove box not opening/closing cleanly.

Precautions If the glove box lid is not seated properly, this may result in rattling noises or the glove box not opening/closing cleanly.

- Repair:**
- REPAIR AVAILABLE – August 13, 2021 - Inspect and, if necessary, correctly install the right hinge pin.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: No parts needed.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	E-TRON QUATTRO	33
USA	2021	2021	E-TRON SPORTBACK QUATTRO	25
CAN	2021	2021	E-TRON SPORTBACK QUATTRO	2

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – August 2021

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-