

Safety Recall

Code: 68H6



Subject Glove Box Cover Hinge Pin

Release Date August 13, 2021

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

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.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

Problem Description

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.

Corrective Action

Inspect and, if necessary, correctly install the right hinge pin.

Precautions

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

Code Visibility

On or about August 13, 2021, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in August 2021. Owner letter examples are included in this bulletin for your reference.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	68H6		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	GE		
	LABOR		
	Labor Op	Time Units	Description
	6815 49 99	50	Re-secure glove compartment hinge pin

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 21V595

Subject: Safety Recall 68H6 - Glove Box Cover Hinge Pin

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.
What will we do?	To correct this defect, your authorized Audi dealer will inspect and, if necessary, correctly install the right hinge pin. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
What should you do?	Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
Precautions you should take	If the glove box lid is not seated properly, this may result in rattling noises or the glove box not opening/closing cleanly. In the event this occurs, customers are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repaired.
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
Can we assist you further?	If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com .
Checking your vehicle for open Recalls and Service Campaigns	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2021-476

Subject: Safety Recall 68H6 - Glove Box Cover Hinge Pin

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, correctly install the right hinge pin. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair.

Precautions you should take If the glove box lid is not seated properly, this may result in rattling noises or the glove box not opening/closing cleanly. In the event this occurs, customers are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repaired.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

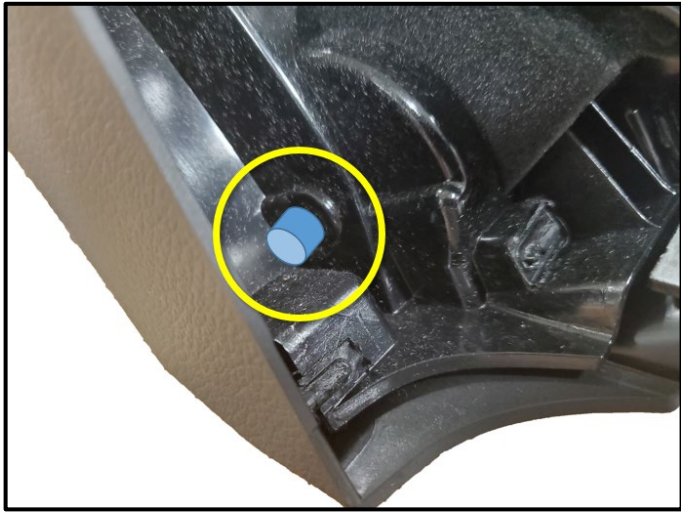
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Repair Overview





- Re-secure the glove compartment hinge pin.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools

 <p>Trim Removal Wedge -3409- (or equivalent)</p>	 <p>Omega Clip Tool -T40280- (or equivalent)</p>
 <p>Scraper Set -VAS6845-</p>	

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- All Safety Recalls must be completed prior to completing this campaign.**
- Proceed to Section B.**

Section B – Repair Procedure



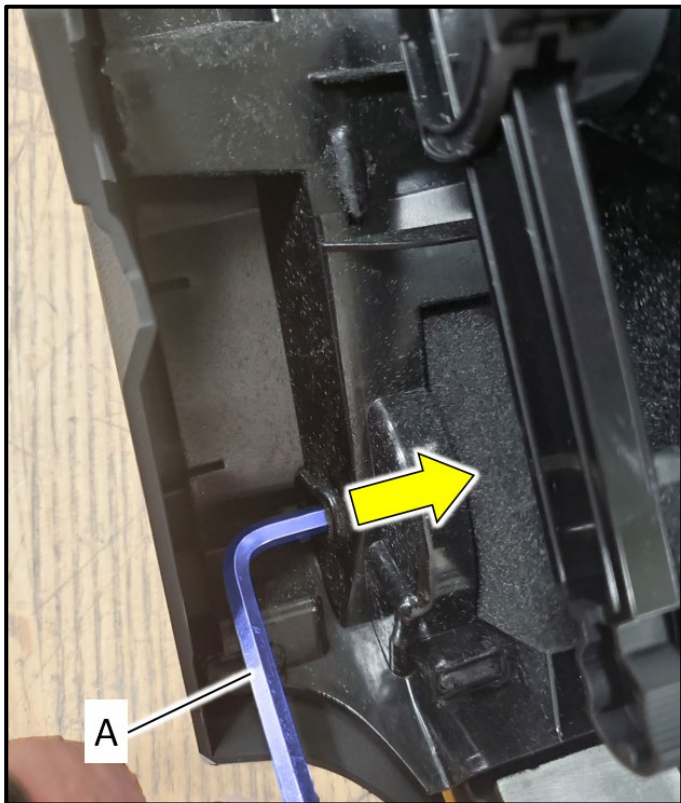
Remove trim:

- Remove passenger A-pillar lower trim panel <1>.
 - See ELSA Repair Manual: *Repair manual > Body > Body Interior > 70 Interior Trim > Vehicle Interior Trim Panels > A-Pillar Trim Panel, Removing and Installing > A-Pillar Lower Trim Panel, Removing and Installing*



Location of hinge pin:

- Affected vehicles have a hinge pin that was not fully pressed in.
- The hinge pin being reinstalled is located in the area shown.



Pressing in hinge pin:

NOTE

Glove compartment shown removed for clarity. The glove compartment does not require removal.

- Locate the hinge pin with a mirror or by feel.
- Press the pin in securely using an allen key <A>.
- The end of the pin must be pressed in as far as possible and at a minimum depth of 14 mm.



Vehicle reassembly:

- Reinstall trim in the reverse order of removal.

Proceed to Section C.

Section C – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.