



Technical Service Bulletin

68 Glove box door is binding when opened or close

68 21 30 2060899/3 January 14, 2021. Supersedes Technical Service Bulletin Group 68 number 20-26 dated December 2, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2019 - 2020	All	Not Applicable
Q5, SQ5	2021	000001 - 006020	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added MY21 Q5)
2	12/02/2020	Revised title Revised <i>Service</i> (Updated tightening procedure)
1	10/07/2020	Initial publication

Customer states:

- The glove box door is binding on open and/or close.

Workshop findings:

- The gap between the center console and the glove box door is insufficient.

Technical Background

Tolerances during assembly.

Production Solution

Improved assembly process starting CW37/20.



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Service

1. Loosen all 7 glove box bolts (Figure 1).



Figure 1. Glove box bolt tightening sequence

2. While pulling the glove box door outward in direction of the A-Pillar, tighten the glove box bolts according to the sequence outlined in this TSB (Figures 1 - 2).



Figure 2. Adjusting the glove box to increase clearances.



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3. Check the gap between the center console and the glove box door to ensure adequate clearance (Figure 3).



Figure 3. Checking the gap between the glove box door and the center console.

4. Check the operation of the glove box door.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	6812		
Damage Code:	0010		
Labor Operations:	Adjust the Glove Box	6815 1599	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2060899/3		



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All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (2060899) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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