



Technical Service Bulletin

66 Exterior rear view mirror glass is cracked

66 21 71 2062715/1 March 29, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, Q8	2019 - 2021	All	Not Applicable
SQ8, RS Q8	2021 - 2021	All	Not Applicable

Condition

Customer states:

- The exterior rear view mirror glass is cracked (Figure 1).

Workshop findings:

- There is no evidence of outside influence or impact.



Figure 1. Exterior rear view mirror glass cracked.



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Technical Background

The customer may likely describe the event as a crack forming in the exterior rear view mirror glass when the mirror glass heating was activated.

Production Solution

Not applicable.

Service

Root cause analyses on the exterior rear view mirror glasses replaced for this condition and sent for parts submission requests have been inconclusive. Audi of America is asking for your assistance to obtain cracked mirror glasses having cracked under the conditions described in this TSB along with their accompanying mirror mounting with electric adjuster assemblies.

Should you receive a case where this condition is present, please order and replace not only the mirror glass but the rear view mirror mounting with electric adjuster as well. Replacement of the decorative cap and any lighting is not necessary. These components can be reused. The mirror mounting and damaged glass are both needed to analyze the root cause of this issue more accurately.

Retain the original rear view mirror mounting with electric adjuster and the mirror glass and pack both components securely such that no additional damage is sustained in shipment. Both components can be packed in a single box. These components **will** be requested for submission.



Note:

Replacement of the mirror mounting is not necessary in the course of replacing a mirror glass for any other condition other than that which is covered in this TSB.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2062715) 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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