



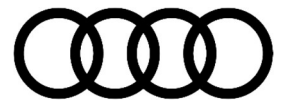
# Technical Service Bulletin

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## 55 Luggage compartment lid cannot be closed using the button(s) in the luggage compartment lid trim

55 21 65 2062730/2 December 13, 2021. Supersedes Technical Service Bulletin Group 55 number 21-54 dated April 1, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3	2022 - 2023	All	Not Applicable
A4, A4 allroad, S4	2017 - 2023	All	Not Applicable
A5, A5 Cabriolet, A5 sportback, S5, S5 Cabriolet, S5 sportback	2018 - 2023	All	Not Applicable
RS5, RS5 sportback	2019, 2021 - 2023	All	Not Applicable
A6, S6, RS6, RS6+, RS6 Avant, A7, S7, RS7, RS7+	2016 - 2023	All	Not Applicable
A6 allroad	2020 - 2023	All	Not Applicable
A6 Avant	2021 - 2023	All	Not Applicable
RS6 Avant	2021 - 2023	All	Not Applicable
Q3	2019 - 2023	All	Not Applicable
Q5, SQ5	2018 - 2023	All	Not Applicable
Q7, SQ7	2017 - 2023	All	Not Applicable
Q8	2019 - 2023	All	Not Applicable
SQ8, RSQ8	2020 - 2023	All	Not Applicable
Audi e-tron quattro	2019 - 2023	All	Not Applicable
Audi e-tron sportback quattro	2020 - 2023	All	Not Applicable



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## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Models and Model Years)
1	04/01/2021	Initial publication

### Customer states:

- The luggage compartment lid cannot be closed using the button(s) in the luggage compartment lid trim.

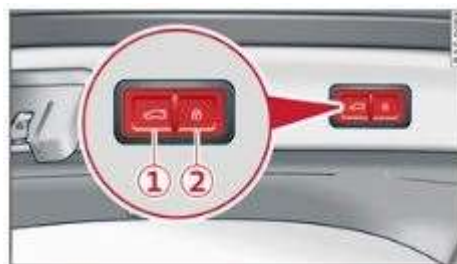
### Workshop findings:

- The customer concern can be reproduced.

## Technical Background

The function of the automatic luggage compartment lid must meet a number of safety requirements. Depending on vehicle equipment, there are two possible ways to close the luggage compartment lid:

1. Pressing the closing button (1) with the ignition off closes the luggage compartment lid (Figure 1).



**Figure 1.** Luggage compartment lid: (1) closing button (2) lock button (vehicles with convenience key).

2. On vehicles with a convenience key, pressing the lock button (2) with the ignition off closes the luggage compartment lid and then locks the vehicle (Figure 1).

This locking function is only available if the vehicle key is less than 5 feet away from the lock button. However, if the vehicle key is too close to or inside the luggage compartment, the “key inside vehicle” recognition will be activated.

For example: If the person operating lock button (2) is standing too close to the rear lid opening, the “key inside the vehicle” recognition is activated.

As a general rule, the distance between the person operating the lock button (2) and the vehicle should be approx. 12 inches.



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3. If the “key inside vehicle” recognition has been triggered, the automatic luggage compartment lid will not close. The red LED on the remote key will flash twice to signal that the “key inside vehicle” recognition has been initiated (Figure 2).

After a short reset period, the “key inside the vehicle” recognition will be deactivated, making it again possible to close the luggage compartment lid by pressing buttons (1) or (2).

Pressing button (1) or (2) repeatedly while the “key inside vehicle” recognition is active, increases the length of this reset period.



*Figure 2. Red LED flashes twice, signaling that the “key inside vehicle” recognition is active.*

## Production Solution

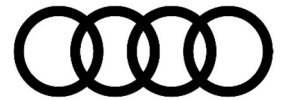
Not applicable.

## Service

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Instruct the customer that this condition is normal.



**Tip:** Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.



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## Warranty

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

## Required Parts and Tools

## Additional Information

More information on this system can be found in the following resources:

- Owner's Manual: Chapter "Automatic luggage compartment lid".

All part and service references provided in this TSB (2062730) 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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