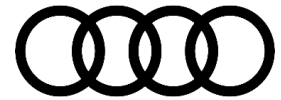


# Technical Service Bulletin



**55 Luggage compartment lid cannot be closed using the button(s) in the luggage compartment lid trim**  
55 23 76 2062730/3 June 13, 2023. Supersedes Technical Service Bulletin Group 55 number 21-65 dated December 13, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
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A6, and A7	2016 – 2024	All	Not Applicable
S6, and S7	2016 – 2018 2020 – 2024		
RS 7	2016 – 2018 2021 – 2024		
A4, A4 allroad, and Q7	2017 – 2024		
S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, Q5, and SQ5	2018 – 2024		
RS 5	2018 – 2019 2021 – 2024		
Q3	2019 – 2024		
Q8	2019 – 2023		
RS 5 Sportback, and e-tron quattro	2019 2021 – 2024		
A6 allroad, e-tron Sportback quattro, Q5 e quattro, and SQ7	2020 – 2024		
A3, S3, RS 4, RS 6 Avant, Q5 Sportback, and SQ5 Sportback	2021 – 2024		
A7 e quattro	2021 – 2022		
e-tron S quattro	2022 – 2024		

## Condition

REVISION HISTORY		
Revision	Date	Purpose



3	-	Revised header (Add Model Years)
2	12/13/2021	Revised header (Add Model 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.



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.

## Warranty

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



## 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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