



Technical Service Bulletin

69 Noises from the driver airbag

69 20 59 2058923/3 November 12, 2020. Supersedes Technical Service Bulletin Group 69 number 20-53 dated June 26, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro, Audi e-tron Sportback	2021	000001 - 000677	Not Applicable
A8	2021	000001 - 002499	Not Applicable
A6, A6 allroad, A7, S6, and S7	2021	000001 - 06559	Not Applicable
RS 6 Avant, RS 7	2021	900001 - 900575	Not Applicable
A6, A7, A8, and Audi e-tron quattro	2019 - 2020	All	Not Applicable
A6 allroad, S6, S7, and Audi e-tron Sportback	2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added model years)
2	06/26/2020	Revised header (Corrected Elsa display issue)
1	03/16/2020	Initial publication

Customer states:

- Creaking or rattling noises from the driver airbag while driving.

Workshop findings:

- Rattling or creaking noises from the driver airbag while driving with or without steering wheel movements.
- The noise is gone after cross swapping the driver airbag with an airbag from a known good vehicle.



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Technical Background

Driver airbag causes creaking and/or rattling noises while driving. The noises are internal to the driver airbag. This does not affect the function of the driver airbag.

Production Solution

Optimized driver airbags in vehicle production.

Service

1. Test drive vehicle with the customer to reproduce the creaking or rattling noises from the driver airbag.
2. Holding onto the driver airbag while driving and applying felt tape to the driver airbag does not result in a permanent improvement.
3. Confirm that the driver airbag is the root cause of the noises by cross swapping it with a driver airbag of a known good vehicle.
4. If confirmed that the driver airbag is the root cause, replace the driver airbag according to the repair manual.

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:	6958		
Damage Code:	0018		
Labor Operations:	Driver airbag replacement including cross swapping and checking	6958 5599	40 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 40 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU



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Claim Comment:	As per TSB #2058923/3
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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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Driver airbag	01

Additional Information

All part and service references provided in this TSB (2058923) 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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