



# Technical Service Bulletin

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## 68 Noises from the MMI screen

68 20 28 2061722/1 December 17, 2020.

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

## Condition

### Customer states:

- They hear squeak and rattling noises from the center of the dash panel when driving on rough roads.

### Workshop findings:

- The noises originate from the area of the MMI screen.

## Technical Background

Relative movement between the MMI screen and its mounting surfaces in the dash panel.

## Production Solution

Improved tolerances in series production in CW 46/2020.

## Service

The following material is needed for repair:

- Felt strips with part number 533867910A (dimensions: 20x10x1 mm).
1. Remove the MMI screen according to the Elsa repair manual.



# Technical Service Bulletin

2. Attach two pieces of felt tape to the MMI screen mounting surfaces in the dash panel (Figure 1).



**Figure 1.** Apply two pieces of felt tape to the dash panel in the area shown.

3. Reinstall the MMI screen according to the Elsa repair manual.
4. Test drive vehicle to verify the repair.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 6 Months/6,000 Miles.</li> <li>• 1AM over 6 Months/6,000 Miles.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	6822		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Remove and install multimedia display unit	9194 1950	See SRT with associated operations
	Modify dash panel trim	6822 4999	10 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU



# Technical Service Bulletin

	Road test after the service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2061722/1		

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
533867910A	Felt strip	0.1

## Additional Information

All parts and service references provided in this TSB (2061722) are subject to change and/or removal.

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