



Technical Service Bulletin

68 Noises from the MMI screen

68 21 31 2061722/2 January 14, 2021. Supersedes Technical Service Bulletin Group 68 number 20-28 dated December 17, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2019 - 2020	All	Not Applicable
Q5, SQ5	2021	000001 - 027758	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added MY21 Q5)
1	12/17/2020	Initial publication

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).

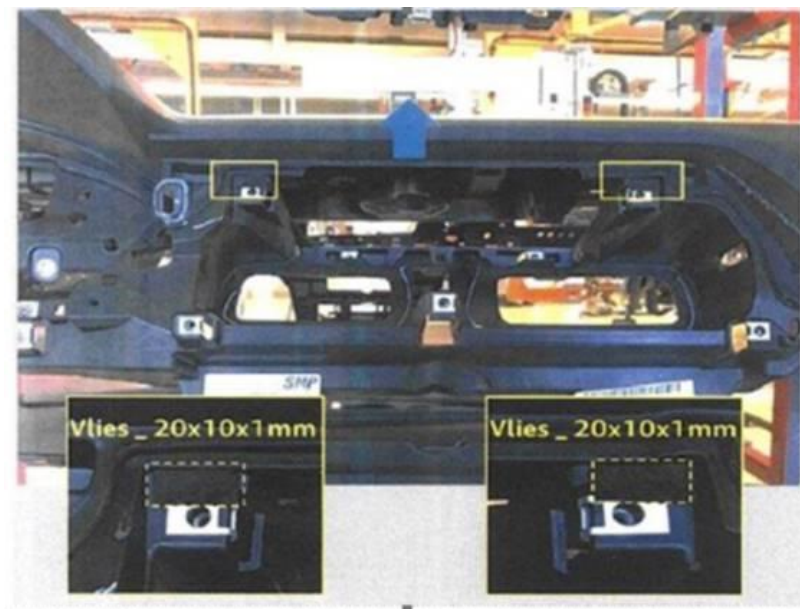


Figure 1. Apply two pieces of felt tape to the dash panel in the area shown.

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

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 6 Months/6,000 Miles. • 1AM over 6 Months/6,000 Miles. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	6822		
Damage Code:	0020		
Labor Operations:	Remove and install multimedia display unit	9194 1950	See SRT with associated operations
	Modify dash panel trim	6822 4999	10 TU
Diagnostic Time:	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
Claim Comment:	As per TSB #2061722/2		

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.

©2021 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.