

# Technical Service Bulletin



## 68 Noises from the front center console

69 23 93 2063737/3 June 30, 2023. Supersedes Technical Service Bulletin Group 68 number 22-35 dated April 16, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, and A7	2019 – 2024	All	Not Applicable
A6 allroad, S6, and S7	2020 – 2024		
RS 6 Avant, and RS 7	2021 – 2024		
A7 e quattro	2021 – 2022		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added model years)
2	04/16/2022	Revised header (Added model years)
1	06/21/2021	Initial publication

### Customer states:

- They hear squeaking and rattling noises from the area of the lower MMI display in the front center console.
- The noises occur with the driver's and/or passenger's knee leaning against the center console or when the lower MMI display provides haptic feedback.

### Workshop findings:

- There is hard contact between the lower MMI display and the front center console insert/trim.

## Technical Background



Due to the tight assembly tolerances, the lower MMI display may make contact with the center console insert/trim (Figure 1).



**Figure 1.** Hard contact between lower MMI display and center console insert/trim.

## Production Solution

Not Applicable

## Service

1. Check the gap between the lower MMI display and the center console insert/trim on both sides.
2. Make a note on what side the MMI display is touching the center console insert.
3. Remove the lower MMI display according to the repair manual in Elsa.



4. Only on the side of the contact, apply a strip of felt tape (approx. 3/4 x 3/8 inch) between the rib of the display mount and the trim frame to increase the gap to the display on that side only (Figure 2).



**Figure 2.** Felt tape applied between the rib of the display mount and the trim frame.

5. Reinstall all parts removed.
6. Check the gap between the lower MMI display and the center console insert/trim.
7. Test drive vehicle to verify 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>	6814
<b>Damage Code:</b>	0020



<b>Labor Operations:</b>	Display and operating unit remove + reinstall	9193 1951	See SRT with associated operations
	Modify display and operating unit	9193 4999	10 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB 2063737/3		

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
533863288A	Felt strip (adhesive)	0.1

## Additional Information

All parts and service references provided in this TSB (**2063737**) are subject to change and/or removal.

©2023 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.