

# Technical Service Bulletin



## 68 Rear power outlet compartment detached from center console

68 14 15 2038904/1 November 5, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8	2011 - 2016	All	Not Applicable

## Condition

The 12V outlet compartment in the rear center console is disengaged, causing the compartment to come out or to not close into the console.

## Technical Background

The compartment was bumped or kicked while open, causing it to disengage.

## Production Solution

Not applicable.

## Service

The compartment can be quickly reinstalled. Replacing the compartment is not necessary.

1. Before reinstalling the compartment, inspect it for damage.



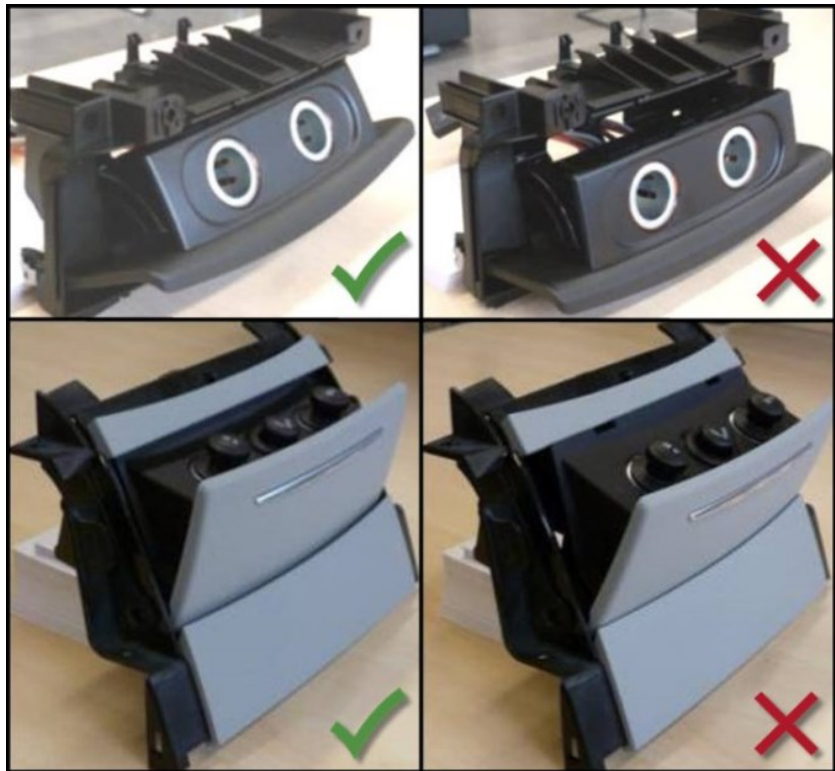
### Note:

Ensure that the slow release brake wheel (Figure 1) is not damaged or missing. The slow release brake wheel prevents the compartment from opening too quickly.



Figure 1. Slow release brake wheel.

2. Reinstall the compartment by positioning it on both hinge guides, then using a forceful push (toward the front of the vehicle) to engage it (Figure 2). The attached video shows this process.



**Figure 2.** Correctly engaged compartments (A6, A7 in top left and A8 in bottom left) and incorrectly engaged compartments (A6, A7 in top right and A8 in bottom right).

3. Explain to the customer that this is not a warrantable repair. Show the customer how to reinstall the compartment if it disengages again.

## Warranty

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

## Additional Information

All parts and service references provided in this TSB (2038094) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.