

Technical Service Bulletin



90 Rattle sound from Heads Up Display

90 12 37 2029843/3 November 12, 2012. Supersedes Technical Service Bulletin Group 90 number 12-36 dated October 4, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6/A7	2012	000001-017640	All

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> table (amended SRT)
2	-	Revised header data (Updated VIN) Revised <i>Warranty</i> (Corrected damage code)
1	6/15/2012	Revised Section (Add description of specific change)

The customer may report hearing a rattle sound coming from near the Head Up Display when driving over various road surfaces.

Technical Background

The dimensional tolerances of the internal components of the Head Up Display may be in a condition that allows excessive clearance, and the possibility for a rattle noise.

Production Solution

The dimensional tolerances of the internal Head Up Display components have been optimized.

Service

1. Remove the Head Up Display cover according to the repair manual.

Body >> Body Interior >> 70 Interior Trim >> Removal and Installation >> Instrument Panel >> Windshield Projection Head Up Display Module J898, Cover

2. Remove the outer frame from the Head Up Display unit. To do this, disengage the 6 latches which secure it to the main body of the Head Up Display (Figure 1). Use a small offset pick tool to carefully pry the latches open, while at the same time carefully applying pressure to lift the frame, to prevent the latches from re-engaging (Figure 2).



Figure 1. Six latches are shown with red arrows.



Figure 2. Carefully use a small angled pick tool to delicately disengage the six latches.

3. After all latches are disengaged, carefully remove the frame by gently lifting and pulling it out between the Head Up Display and instrument panel.



Note:

Use a high level of caution during steps 2 and 3 not to break the retaining clips when disengaging and when pulling the frame out. The clips are fragile, and the frame is not available as a service part. If damaged, the complete Head Up Display must be replaced.

4. Trim and apply adhesive felt tape to the underside of the frame. The eight standoffs molded into the surface and marked with red arrows MUST NOT be covered; otherwise, the retaining clips will not re-engage (Figure 3).



Figure 3. Eight positive standoffs that must not be covered by the felt tape are shown with red arrows.

5. Reinstall the opposite of removal.



Tip: Use care to ensure all eight of the Head Up Display frames are securely latched. An audible click sound can be heard once these are properly latched.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	9091
Damage Code:	0020

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Labor Operations:	Head Up Display trim remove and reinstall	70 16 99 99	30 TU
	Remove/modify/install the Head Up Display outer frame	90 91 99 99	40 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer' s discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2029843/3		

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

Part Number	Part Description	Quantity
171863147	Felt Strip (230x1x30MM)	0.1

Additional Information

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