

Technical Service Bulletin



68 Rattle noise from driver side door or dash area

68 13 12 2035626/1 October 30, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2013 - 2014	All	Not applicable

Condition

Customer may report hearing a buzzing or rattling noise from the driver side dash and/or door area when the vehicle is driven over bumpy roads.

Technical Background

An improper bolt torque sequence at the knee bar support bracket can cause unwanted vibration.

Production Solution

No production solution available at this time.

Service

1. Compare the noise from the customer vehicle to the noise heard in the audio file attached to this bulletin. If a similar noise is heard, continue with this bulletin.
2. Remove the steering column upper cover (Figure 1) and the dash trim side cover (Figure 2) in order to access the bolts.



Figure 1. Steering column upper cover to be removed.



Figure 2. Dash trim side cover to be removed.

3. Remove the four bolts indicated in the images at right (Figure 3).



Figure 3. Remove the bolts indicated by the arrows.

4. Remove the lower dash cover to gain access to the knee bar support bracket (Figure 4).



Figure 4. Lower dash cover to be removed.



Tip: Use caution when removing trim. There are hidden clips securing the upper section of the lower dash trim (Figure 5).



Figure 5. Location of hidden clips indicated by arrows.

5. Inspect the knee bar support bracket (Figure 6) and try to reproduce the rattle noise by tapping the bracket with a rubber mallet:
- If no noise is heard when the bracket is tapped, do not continue with this bulletin. Perform a road test and continue diagnosis.
 - If the noise is heard when the bracket is tapped, continue with this bulletin.

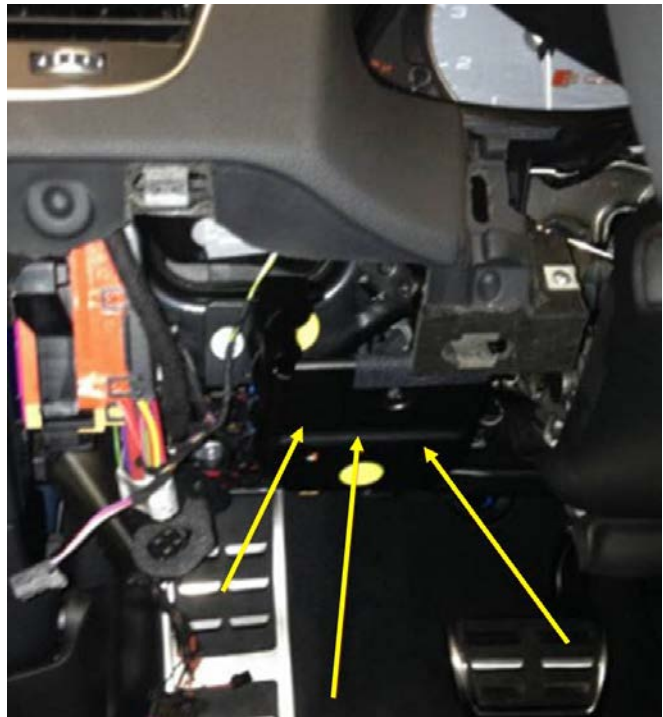


Figure 6. Knee bar support bracket.

6. Check bolts A, B, and C (Figure 7) for proper fastening torque of 9Nm +/- 1Nm, then re-check for rattle noise:
- If no noise is heard after the bolts are adjusted, proceed to step 10.
 - If the noise is still present after the bolts are adjusted, continue with step 7.

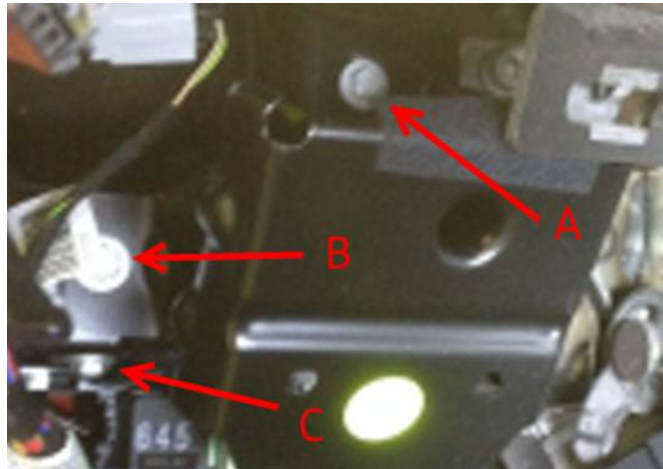


Figure 7. Bolts to check for proper fastening torque.

7. Release torque on bolt A, then position the knee bar support bracket so that bolt A will clamp it as shown (Figure 8). Torque to 9Nm +/- 1Nm, then re-check for rattle noise:
 - If no noise is heard after the bracket is adjusted, proceed to step 10.
 - If the noise is still present after the bracket is adjusted, continue with step 8.



Figure 8. Bolt A should clamp the bracket as shown.

8. Replace the knee bar support bracket (Figure 9). Consult parts department for the latest part number and availability.

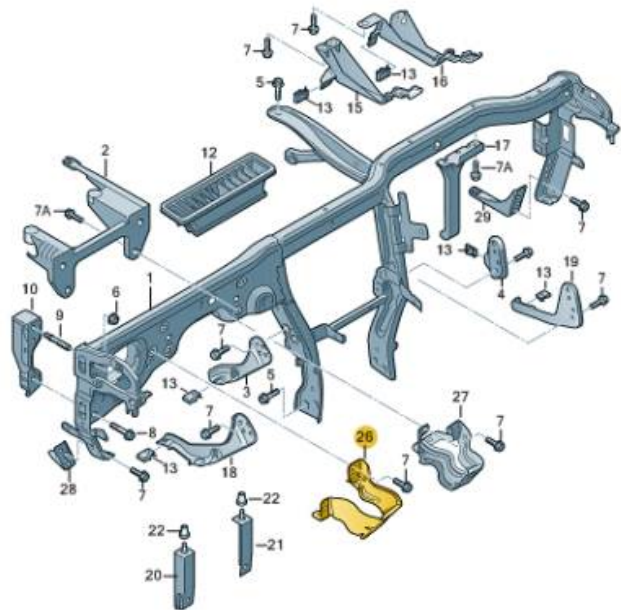


Figure 9. Knee bar support bracket (ETKA illustration 857-000).

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9. After the knee bar support bracket has been replaced:
 - If the rattle noise continues, create a TAC case.
 - If rattle noise is no longer heard, proceed to step 10.
10. Following successful repair of rattle noise, reinstall all trim components. Perform an additional test drive to verify that the customer concern has been resolved.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is information only.		
Service Number:	6818		
Damage Code:	0020		
Diagnostic Time:	Shelf under dash panel remove+reinstall	6818 1900	40 TU
	Adjust knee bar bracket	6818 1399	20 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 #2035626/1		

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

Part Number	Part Description	Quantity
Check with parts department	Knee bar support bracket	1

Additional Information

All parts and service references provided in this TSB (2035626) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.