

# Technical Service Bulletin



## 68 Creak or squeak noise from center console

68 14 13 2036335/1 January 30, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2014	095738 - 096694	Not Applicable

## Condition

Creaking noise is heard from the right side of the dashboard or center console area, beneath the HVAC controls.

## Technical Background

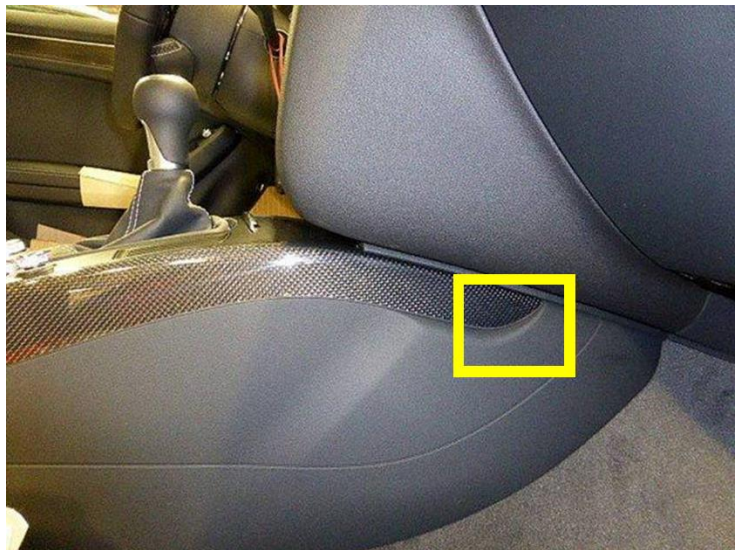
The installed insulation material is extended into the wrong area. The dashboard cross member mount is resting on the insulation, which causes the creaking noise.

## Production Solution

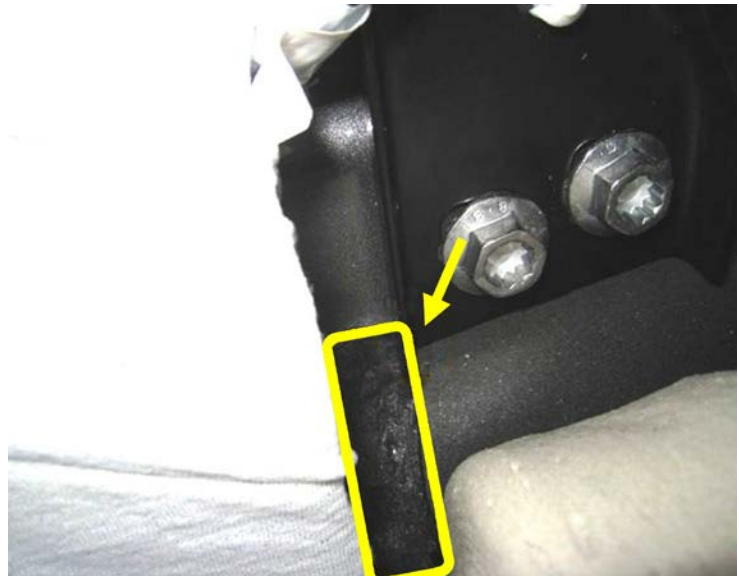
Insulation installation corrected in production.

## Service

1. Remove the insulation from the affected area (Figure 1 and Figure 2).



*Figure 1. Affected area.*



**Figure 2.** The arrow shows where the dashboard cross member mount is resting on the insulation. The outlined area shows the insulation to be removed.

2. If the insulation cannot be removed completely, apply a piece of felt tape to dampen the noise.

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## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	6817		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Console remove and install	6817 1900	90 TU
	Modify floor panel insulation	5173 4999	20 TU
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2036335/1		

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
D 373125A2	Felt Tape	As needed

## Additional Information

All parts and service references provided in this TSB (2036335) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.