

Technical Service Bulletin



70 Noises from the upper-center dashboard area

70 14 37 2029280/4 April 24, 2014. Supersedes Technical Service Bulletin Group 70 number 14-36 dated March 31, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2012 - 2014	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (Added model years)
3	3/31/2014	Revised <i>Required Parts and Tools</i> (Modified parts table)
2	7/12/2013	Revised <i>Technical Background</i> (Clarified information) Revised <i>Production Solution</i> (Added solution) Revised <i>Service</i> (Added steps) Revised <i>Warranty</i> (Added labor operations) Revised <i>Required Parts and Tools</i> (Added parts)
1	4/13/2012	Initial publication

The customer may report hearing noises from the upper dashboard area when driving on poor roads, making phone calls, or playing music.

Technical Background

The noise can be caused by unfavorable tolerances between the instrument panel speaker and the center speaker trim. A speaker that has been incorrectly installed can make the condition worse.

Because there is no attachment to the trim carrier in the speaker cut-out, this area is the likely source of the vibration (Figure 1).



Figure 1. The affected area of the speaker grille, circled in red.

Production Solution

Improved center defroster vent (mounting point for the speaker) and center speaker trim.

Service

Replace the center defroster vent and the speaker trim. Review the steps below before proceeding:

1. Before installing the vent and trim, cut a piece of felt tape (**D 373125A2**) to 40mm in length and 10mm in width.
2. Apply the piece of felt tape to the area of the center defroster vent shown (Figure 2).



Figure 2. The felt tape should be applied to the area of the center defroster vent shown in red.

3. Remove the center speaker and apply felt tape to its perimeter (Figure 3).



Figure 3. Area of speaker where felt tape is to be applied.

4. Ensure that the complete contact surface, including the mounting flanges, is isolated with the felt tape (Figure 4).



Figure 4. Center speaker with felt tape applied.

5. When mounting the speaker, ensure that it is free of any tension and that it is centered.
6. Ensure that the speaker harness is routed correctly and that it is not in contact with the speaker. Should there be any interference, isolate the harness with felt tape as well.



Tip: Ensure none of the felt tape covers any holes or is visible in any way.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7014		
Damage Code:	0020		
Labor Operations:	Center air outlet remove and reinstall	8553 1900	40 TU
	Front loudspeaker remove and reinstall	9140 1901	20 TU
	Modify loudspeaker and loudspeaker cover	9140 9999	10 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 #2029280/4		

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
Please reference the appropriate bracket by VIN in ETKA.	Bracket	1
Please reference the appropriate air vent trim by VIN in ETKA.	Trim for air vent	1
D 373125A2	Fleece adhesive tape	0.1

Additional Information

All parts and service references provided in this TSB (2029280) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.