

## 70 Media interface access door does not open or close

70 15 46 2041119/1 June 29, 2015.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8	2012 - 2015	All	Not Applicable

## Condition

The access door for the media interface compartment located in the rear bulkhead of the cockpit is difficult to open, will not open at all, or is difficult to close.

## Technical Background

The media access door mechanism is broken or under tension.

## Production Solution

No change in production, as the previous generation R8 production has ended. There will be a new concept for the R8 successor.

## Service

**If the access door is consistently difficult to open or close, but is not damaged:**

Share the following tips with the customer.

- The access door opens more easily if the release button is pressed in a central location (Figure 1).
- The access door will close more easily and consistently if the force applied is also more centrally located. If the door is closed on one side or the other, the access door latch may fail to engage.



**Figure 1.** Pressing the center of the release button allows the access door to open more easily.



**Figure 2.** Applying force more centrally allows the access door to close more easily and consistently.

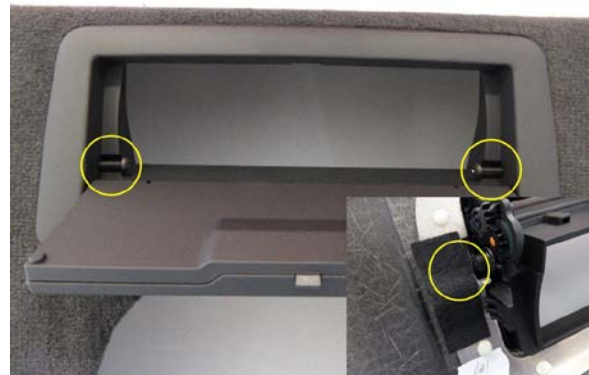
**If the access door is broken:**

Use the following steps to replace the access door.

1. Remove the cover for the rear bulkhead
2. Remove the two screws that retain the media access door to the bulkhead cover (Figure 3).
3. When installing the replacement access door, ensure that it is centrally mounted in the opening in the rear bulkhead cover (Figure 4).



**Figure 3.** Location of the two screws that retain the media access door.



**Figure 4.** Installation of the replacement media access door.

# Technical Service Bulletin



## 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>	7030		
<b>Damage Code:</b>	0017		
<b>Labor Operations:</b>	Rear bulkhead trim remove and reinstall	7031 1902	30 TU
	Replace media interface access door	7066 9999	10 TU
<b>Diagnostic Time:</b>	GFF	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 #2041119/1		

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
420867937X XXX	Cover (Use correct part number for the cover based on the VIN in ETKA to ensure correct part version and color is ordered).	1

## Additional Information

All parts and service references provided in this TSB (2011119) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.