



Technical Service Bulletin

68 Noises from the center console

68 19 22 2055775/1 August 5, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2019	000001 - 076631	Not Applicable

Condition

Customer states:

- Squeaks and/or rattles from the center console when driving on uneven roads or when touching center console with the leg.

Workshop findings:

- There is hard contact between left and right side of center console and dash panel.

Technical Background

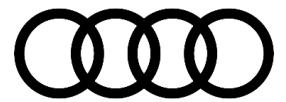
Deviation in the factory assembly process might not allow proper clearance of the center console.

Production Solution

During assembly, the fitment of the center console has been changed to guarantee sufficient distance between the center console and dash panel.

Service


1. Install two 1.5" long felt strips on the dash panel to eliminate hard contact between the dash panel and center console (Figure 1).



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Figure 1. Installation of the felt strip shown (yellow circle).

2.  **Tip:** The center console does not need to be removed.

Use a plastic wedge to create a gap between the center console and dash panel and install the felt strips (Figure 2).



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Figure 2. Positions of the felt strips (yellow circles).

3. Install 1 felt strip on the left side and 1 on the right side of the dash (Figure 3).



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Figure 3. Close up of the right felt strip.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 6 Months/6,000 Miles.• 1EB over 6 Months/6,000 Miles up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	6817
Damage Code:	0020



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Labor Operations:	Apply felt strips to dash	6817 4999	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2055775/1		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
533867910A	Felt Strip	01
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (2055775) are subject to change and/or removal.

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