



Technical Service Bulletin

68 Noises from the center console

68 20 24 2055775/2 March 19, 2020. Supersedes Technical Service Bulletin Group 68 number 19-22 dated August 5, 2019 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated Claim Types)
1	08/05/2019	Initial publication

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


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



Technical Service Bulletin



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).



Technical Service Bulletin



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).



Technical Service Bulletin



Figure 3. Close up of the right felt strip.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 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		
Labor Operations:	Apply felt strips to dash	6817 4999	20 TU



Technical Service Bulletin

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 #2055775/2		

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.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.