

Technical Service Bulletin

69 Noises from the driver airbag

69 20 48 2058923/1 March 16, 2020.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---------------------|------|-----------------|----------------------------|
| Audi e-tron quattro | 2019 | All | Not Applicable |
| A6, A7 | 2019 | 000001 - 089838 | Not Applicable |
| A8 | 2019 | 000001 - 016230 | Not Applicable |

Condition

Customer states:

- Creaking or rattling noises from the driver airbag while driving.

Workshop findings:

- Rattling or creaking noises from the driver airbag while driving with or without steering wheel movements.
- The noise is gone after cross swapping the driver airbag with an airbag from a known good vehicle.

Technical Background

Driver airbag causes creaking and/or rattling noises while driving. The noises are internal to the driver airbag.
This does not affect the function of the driver airbag.

Production Solution

Optimized driver airbags in vehicle production.

Service

1. Test drive vehicle with the customer to reproduce the creaking or rattling noises from the driver airbag.
2. Holding onto the driver airbag while driving and applying felt tape to the driver airbag does not result in a permanent improvement.
3. Confirm that the driver airbag is the root cause of the noises by cross swapping it with a driver airbag of a known good vehicle.
4. If confirmed that the driver airbag is the root cause, replace the driver airbag according to the repair manual.



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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: | 6958 | | |
| Damage Code: | 0018 | | |
| Labor Operations: | Driver airbag replacement including cross swapping and checking | 6958 5599 | 40 TU |
| Diagnostic Time: | GFF | 0150 0000 | Time stated on the diagnostic protocol (Max 40 TU) |
| | Road test prior to the service procedure | No allowance | 0 TU |
| | Road test after the service procedure | No allowance | 0 TU |
| Claim Comment: | As per TSB #2058923/1 | | |

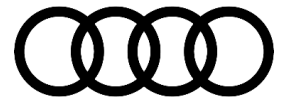
All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

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 |
| See ETKA | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |
| See ETKA | Driver airbag | 01 |

Additional Information

All parts and service references provided in this TSB (2058923) are subject to change and/or removal.



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