



Technical Service Bulletin

91 Rattling noise from the lower (HVAC) MMI screen area

91 20 51 2054163/3 March 16, 2020. Supersedes Technical Service Bulletin Group 91 number 19-66 dated June 18, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2019	000001 - 076999	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Added Tip)
2	06/18/2019	Revised <i>Warranty</i> (Updated Service Number, Damage Code, and Labor Operations) Revised <i>Required Parts and Tools</i> (Updated Quantity)
1	03/20/2019	Initial publication

Customer states:

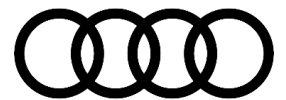
- A rattling noise can be heard from the lower MMI (HVAC) display while driving.

Technical Background

The noise is caused by a reduced gap between the center console and dashboard.

Production Solution

Apply felt tape on the trim under the dashboard.



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Service

1. Remove the center console trim.

If the plastic piece is not in direct contact with the trim (Figure 1), apply felt tape as shown.

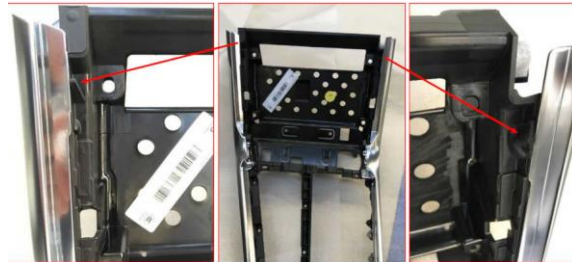


Figure 1. Center console trim.

2. Remove the dash trim and apply felt around the corners (Figure 2, 3 and 4).



Figure 2. Dashboard trim felt location.

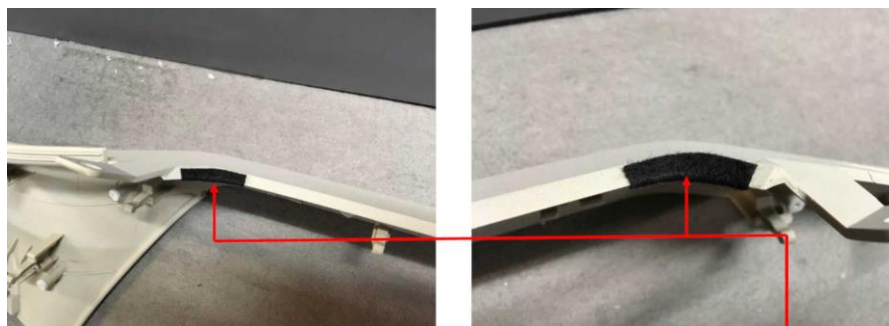


Figure 3. Dashboard trim felt location.



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Figure 4. Apply the felt tape around the edge of the trim as shown.



Tip: Figure 1 depicts the center console insert (ETKA Illustration 863-052 Position 1). Figure 2, 3 and 4 all show the same lower dashboard trim (ETKA Illustration 857-017 Position 12).

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7016		
Damage Code:	0020		
Labor Operations:	Display and operating unit remove + reinstall	9193 1951	See SRT
	Multipurpose instrument panel switch remove + reinstall	9077 1900	See SRT
	Instrument panel trim remove + reinstall	7016 1902	See SRT
	Apply felt tape	9193 9999	10 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 #2054163/3		



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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
000979950	Felt Adhesive Tape	Shop Supply

Additional Information

All parts and service references provided in this TSB (2054163) are subject to change and/or removal.

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