



Technical Service Bulletin

68 Noises from dash panel and/or center console

68 20 27 2061594/1 December 7, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro, Audi e-tron Sportback	2020	All	Not Applicable
Audi e-tron quattro, Audi e-tron Sportback	2021	000001 - 011840	Not Applicable

Condition

Customer states:

- Squeak and/or rattling noises from the center of the dashboard and/or the front of the center console.

Workshop findings:

- Squeak and/or rattling noises from the upper and/or lower MMI screens.

Technical Background

The noises are caused by relative movement in the following two areas:

1. Front AC display (lower MMI screen) to AC display close out trim panels.
2. Upper MMI screen to MMI screen mounting bracket in the instrument panel.

Production Solution

Countermeasures implemented in series production in October 2020.

Service

Front AC display (lower MMI screen):

1. Remove both front AC display close out trim panels according to the repair manual.
2. Apply 6 pieces of felt tape to the mounting tabs of the air conditioning trim panels (Figures 1 and 2). Adding felt tape will increase the gap between the trim panels and the AC display.



Technical Service Bulletin



Figure 1. Felt tape applied to the mounting tabs.



Figure 2. Felt tape applied to the mounting tabs.

3. Reinstall both close out trim panels according to the repair manual.
4. Check the gap between the front AC display and the closeout trim panels on both sides to ensure a gap of 0.3 mm (Figures 3 and 4).



Figure 3. 0.3 mm gap after the repair.



Figure 4. 0.3 mm gap after the repair.



Technical Service Bulletin

Upper MMI screen:

1. Remove the upper MMI screen according to the repair manual.
2. Apply four pieces of felt tape to the back of the MMI screen (Figure 5).



Figure 5. Felt tape applied to the back of the upper MMI screen.

3. Reinstall the upper MMI screen according to the Elsa repair manual.
4. Test drive vehicle to verify service procedure for both possible areas of concern.



Tip: Follow this TSB for both possible root causes, even if the concern currently only occurs in one area.

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:	6822



Technical Service Bulletin

Damage Code:	0020		
Labor Operations:	Remove and install display and operating unit	9193 1900	See SRT with associated operations
	Remove and install and modify trim panels for console	6814 5099	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	10 TU
	Road test after the service procedure	No allowance	10 TU
Claim Comment:	As per TSB #2061594/1		

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
533867810A	Felt strip	0.2

Additional Information

All parts and service references provided in this TSB (2061594) 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.