



Technical Service Bulletin

68 Noises from the dash panel around the MMI display

68 21 32 2056298/3 February 2, 2021. Supersedes Technical Service Bulletin Group 68 number 20-29 dated December 17, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2019 - 2021	All	Not Applicable
A6 allroad, S6, S7, and RS 7	2020 - 2021	All	Not Applicable
A6 Avant, RS 6 Avant	2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Production Solution</i> (Updated implementation timeline) Revised <i>Warranty</i> (Added Labor Operation for glove compartment R&R)
2	12/17/2020	Revised header (Added model years) Revised <i>Production Solution</i> (Modified production solution)
1	09/27/2019	Initial publication

Customer states:

- Noises can be heard from the dash panel when driving on poor roads.
- The noise comes from the area near the MMI display.

Technical Background

The dash panel trim can cause noise at the contact points.

Production Solution

Improved materials planned for production in the middle of MY2021.



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Service

The following material is needed for the repair:

- Felt strips 533867910A.
1. Remove the trim strip of the dash panel and stick the felt adhesive tape on the areas marked with yellow circles (Figure 1).

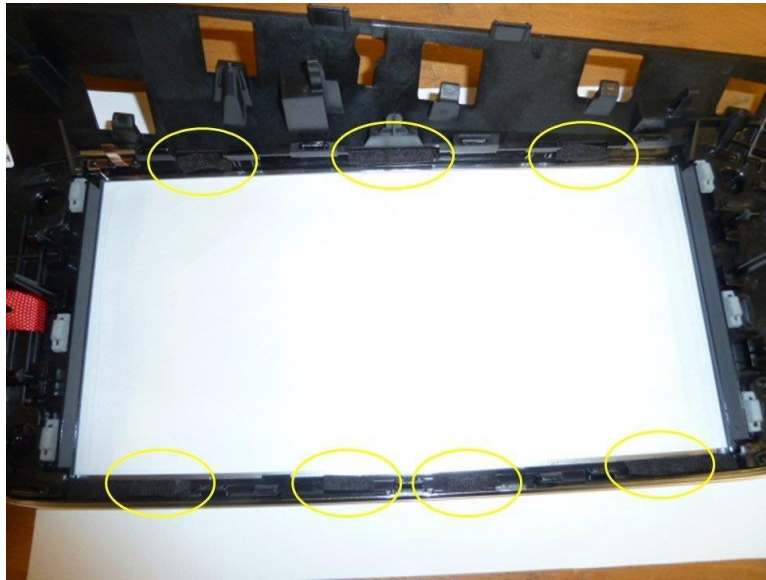


Figure 1. Apply felt strips to the circled areas.



Figure 2. Close-up of Figure 1.



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2. The felt strips shown in Figure 1 and 2 must be stuck on and folded back behind the clip (Figures 3 -4).



Figure 3. Apply felt strips to the circled areas.



Figure 4. Apply felt strips to the circled areas.

3. Reassemble the trim according to the Elsa repair manual.



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Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 6 Months/6,000 Miles.• 1AM over 6 Months/6,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7058		
Damage Code:	0020		
Labor Operations:	Remove and install dash panel trim	7016 1999	80 TU
	Modify dash panel trim	7016 4999	20 TU
	Remove and install glove compartment	6815 1900	See SRT with associated operations
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 #2056298/3		

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



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Additional Information

All parts and service references provided in this TSB (2056298) are subject to change and/or removal.

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