



Technical Service Bulletin

68 Noises from the front center console

68 21 34 2063737/1 June 21, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2019 - 2022	All	Not Applicable
A6 allroad, S6, RS 6, S7, and RS 7	2020 - 2022	All	Not Applicable
A6 Avant, RS 6 Avant, and A7 PHEV	2021 - 2022	All	Not Applicable

Condition

Customer states:

- They hear squeaking and rattling noises from the area of the lower MMI display in the front center console.
- The noises occur with the driver's and/or passenger's knee leaning against the center console or when the lower MMI display provides haptic feedback.

Workshop findings:

- There is hard contact between lower MMI display and front center console insert/trim.



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Technical Background

Due to the tight assembly tolerances, the lower MMI display may make contact with the center console insert/trim (Figure 1).

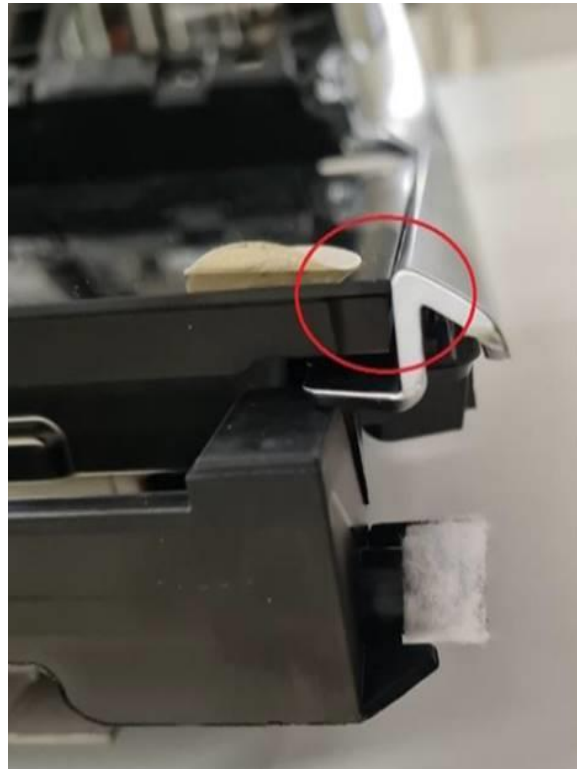


Figure 1. Hard contact between lower MMI display and center console insert/trim.

Production Solution

Not applicable.

Service

1. Check the gap between the lower MMI display and the center console insert/trim on both sides.
2. Make a note on what side the MMI display is touching the center console insert.
3. Remove the lower MMI display according to the repair manual in Elsa.



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- Only on the side of the contact, apply a strip of felt tape (approx. 3/4 x 3/8 inch) between the rib of the display mount and the trim frame to increase the gap to the display on that side only (Figure 2).

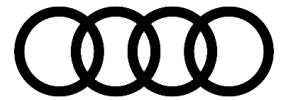


Figure 2. Felt tape applied between the rib of the display mount and the trim frame.

- Reinstall all parts removed.
- Check the gap between the lower MMI display and the center console insert/trim.
- Test drive vehicle to verify repair.

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:	6814		
Damage Code:	0020		
Labor Operations:	Display and operating unit remove + reinstall	9193 1951	See SRT with associated operations
	Modify display and operating unit	9193 4999	10 TU
Diagnostic Time:	GFF	No allowance	0 TU



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	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 #2063737/1		

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
533863288A	Felt strip (adhesive)	0.1

Additional Information

All parts and service references provided in this TSB (2063737) are subject to change and/or removal.

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