



# Technical Service Bulletin

## 68 Noises from the front center console

68 22 35 2063737/2 April 16, 2022. Supersedes Technical Service Bulletin Group 68 number 21-34 dated June 21, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, and A7	2019 – 2023	All	Not Applicable
S6, A6 allroad, and S7	2020 – 2023		
A7 e quattro	2021 – 2022		
RS 6 Avant, S7, and RS 7	2021 – 2023		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added model years)
1	06/21/2021	Initial publication

### 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 the lower MMI display and the front center console insert/trim.

## Technical Background



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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.



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3. Remove the lower MMI display according to the repair manual in Elsa.

4. 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.*

5. Reinstall all parts removed.

6. Check the gap between the lower MMI display and the center console insert/trim.

7. Test drive vehicle to verify repair.

## Warranty

Claim Type:	<ul style="list-style-type: none"><li>• 110 up to 6 Months/6,000 Miles.</li><li>• 1AM over 6 Months/6,000 Miles.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>
Service Number:	6814
Damage Code:	0020



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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
	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 2063737/2		

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.

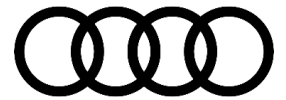
## Required Parts and Tools

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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