



# Technical Service Bulletin

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## 68 Noises from the MMI screen

68 22 37 2061722/3 June 6, 2022. Supersedes Technical Service Bulletin Group 68 number 21-31 dated January 14, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, and SQ5	2019 – 2021	All	Not Applicable
	2022	000001 – 057746	
Q5 e quattro, Q5 Sportback, and SQ5 Sportback	2021 – 2022	All	

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added model year) Revised <i>Production Solution</i> Revised <i>Service</i> (Added measurement)
2	01/14/2021	Revised header (Added MY21 Q5)
1	12/17/2020	Initial publication

### Customer states:

- They hear squeaking and rattling noises from the center of the dash panel when driving on rough roads.

### Workshop findings:

- The noises originate from the area of the MMI screen.



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## Technical Background

Relative movement between the MMI screen and its mounting surfaces in the dash panel.

## Production Solution

Improved tolerances in series production in CW 03/2022.

## Service

The following material is needed for repair:

- Felt strips with part number 533867910A (dimensions: 20x10x1 mm).

Check the gap between the MMI screen and the center vent with a feeler gauge (Figure 1). A gap of 1.0 mm is ideal to avoid any noise-related concerns. If the gap is less than 0.5 mm, perform the following repair.



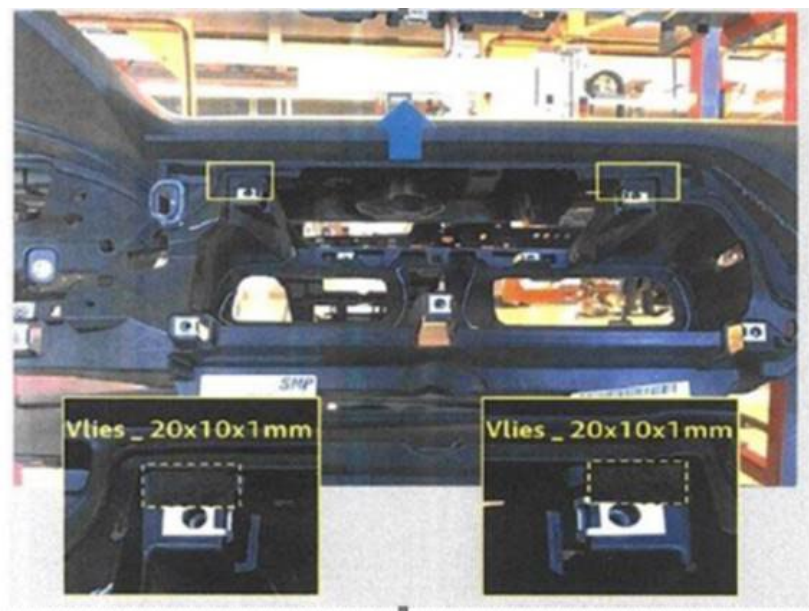
**Figure 1.** *The gap between the MMI screen and the center vent should be 0.5 mm or greater.*

Remove the MMI screen according to the Elsa repair manual.



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Attach two pieces of felt tape to the MMI screen mounting surfaces in the dash panel (Figure 2).



*Figure 2. Apply two pieces of felt tape to the dash panel in the area shown.*

Reinstall the MMI screen according to the Elsa repair manual.

Recheck the gap between the MMI screen and the center vent to ensure a gap of at least 0.5 mm (Figure 1).

Test drive vehicle to verify the 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:	6822
Damage Code:	0020



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Labor Operations:	Remove and install multimedia display unit	9194 1950	See SRT with associated operations
	Modify dash panel trim	6822 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 2061722/3		

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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
533867910A	Felt strip	0.1

## Additional Information

All parts and service references provided in this TSB (2061722) are subject to change and/or removal.

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