



Technical Service Bulletin

68 Noises from the MMI screen

68 22 38 2061722/4 August 30, 2022. Supersedes Technical Service Bulletin Group 68 number 22-37 dated June 6, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, and SQ5	2019 – 2021	All	Not applicable
Q5 e quattro	2020 – 2021		
Q5 Sportback, and SQ5 Sportback	2021		
Q5, Q5 Sportback, Q5 e quattro, SQ5, and SQ5 Sportback	2022	000001 – 057746	

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Added model)
3	06/06/2022	Revised header (Added model year) Revised <i>Production Solution</i> Revised <i>Service</i> (Added measurement)



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2	01/14/2021	Revised header (Added MY21 Q5)
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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.

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).

1. 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





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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.*

2. Remove the MMI screen according to the Elsa repair manual.
3. Attach two pieces of felt tape to the MMI screen mounting surfaces in the dash panel (Figure 2).

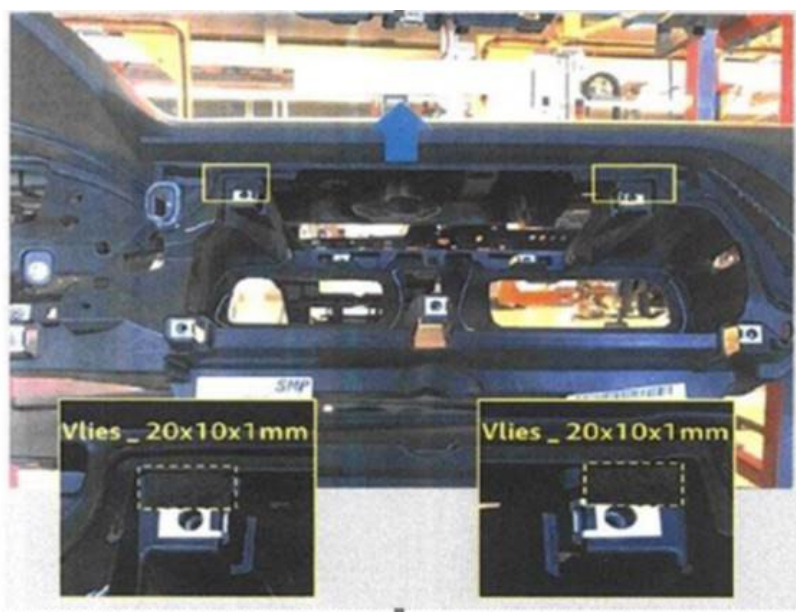


Figure 2. *Apply two pieces of felt tape to the dash panel in the area shown.*

4. Reinstall the MMI screen according to the Elsa repair manual.
5. Recheck the gap between the MMI screen and the center vent to ensure a gap of at least 0.5 mm (Figure 1).
6. Test drive vehicle to verify the repair.

Warranty



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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:	6822		
Damage Code:	0020		
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 2061722/4		

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



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

Additional Information

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