

# Technical Service Bulletin

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## 68 Noises from the center console when in contact with the knee

68 22 40 2068592/1 November 17, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 – 2023	All	Not Applicable
e-tron Sportback quattro	2021 – 2023		
e-tron S	2022 - 2023		

## Condition

### Customer states:

- Creaking noise from side trim of center console when in contact with knee.

### Workshop findings:

- Relative movement between trim/light bar and center console results in noises.

## Technical Background

Relative movement between trim/light bar and center console results in noises.

This affects part number 4KL947209.

## Production Solution

Fleece adhesive tape was implemented in series production in two steps:

1. CW42/2020 (Figure 2).
2. CW34/2022 (Figure 1).

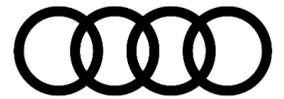
## Service



**Tip:** The repair procedure described in this TSB only applies to the driver side!

The following material is needed for this repair:

- Fleece adhesive tape **D373125A2**.



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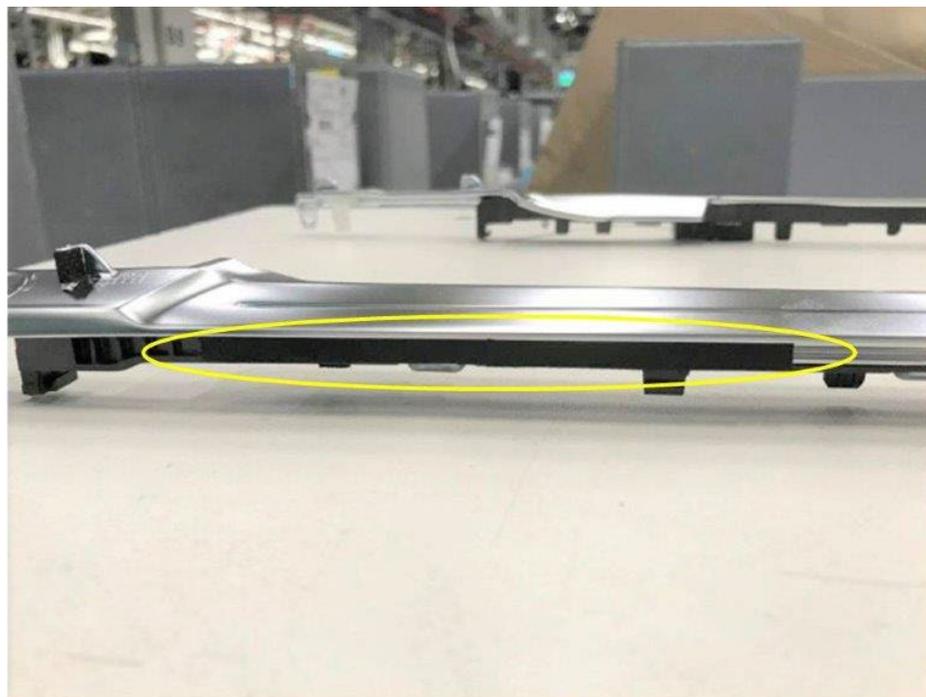
1. Remove the center console decorative trim according to:  
*Elsa >> Repair manual >> Body >> Body Interior >> 68 Interior Equipment >> Center Console >> Center console Decorative Trim, Removing and Installing.*
2. Apply fleece adhesive tape to the trim/light bar as shown (figures 1, and 2).



**Figure 1.** Apply fleece adhesive tape (approx. 3/8" long, folded over).



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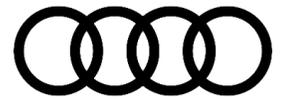
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**Figure 2.** Apply a double layer of fleece adhesive tape (approx. 2 ½" long) to increase thickness.

3. Reinstall the center console decorative trim.
4. Verify the repair by applying pressure to the center console trim.

## Warranty

<b>Claim Type:</b>	<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>		
<b>Service Number:</b>	6814		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Trim for console remove + reinstall	6814 19XX	See SRT with associated operations
	Modify console trim	6814 5099	15 TU



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<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2068592/1		

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
D 373125A2	Fleece adhesive tape	0.1

## Additional Information

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