

Technical Service Bulletin

Topic	87 Creaking noise from dash panel while adjusting air conditioner flaps
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079218/1
Level	EH
Status	Released for publishing
Release date	Sep 9, 2025

New customer code

Object of complaint	Complaint type	Position
climate control -> ventilation, air distribution	noises, vibrations	
climate control -> air distribution, filtration, fans	noises, vibrations	
climate control -> ventilation, air distribution -> ventilation with fresh air blower	noises, vibrations -> noise	

Vehicle data

Audi A6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GH*	2025	A		*	*	*

Documents

Document name
master.xml

 Connection offline

Technical Service Bulletin

Transaction No.: **2079218/1**

87 Creaking noise from dash panel while adjusting air conditioner flaps

Release date: Sep 9, 2025

Condition

Customer states:

The customer complains about a creaking or squeaking noise from the area of the air conditioner a few seconds after starting the vehicle. The noise can also be heard in the vehicle when manually adjusting the air vent flaps.

Workshop findings:

The complaint can be reproduced in the workshop. The noise can be reproduced by manually activating and adjusting the flaps for the chest and footwell air vents, as shown in Figure 1. The noise can also be heard when the affected flap moves when switching the ignition off and on again.



Figure 1. Footwell air vent adjustment buttons.

Technical Background

Bearing point on flap jams, resulting in noises in air conditioning unit.

Production Solution

Greased bearing point from week 22/2025 onwards.

Service

The following repair instructions describe a procedure which allows the part to be reworked without removing the entire air conditioning unit.

The noises can be eliminated in the vehicle by pulling the flaps apart (only the left flap can be accessed for reworking while it is installed) and then lubricating the bearings of the relevant flaps with silicone spray (part number: G052 172 M2).



CAUTION

The ignition must be switched off for the following steps. The setting on the air conditioner operating unit must be set to the footwell vents on the MMI (this closes the affected flap).

Step 1: Removing ventilation grille on dash panel to access affected flap (behind MMI display)

Figure 2 shows the bearing which needs to be lubricated for the affected flap (in installation position). Further details about the affected flap are provided in step 2.

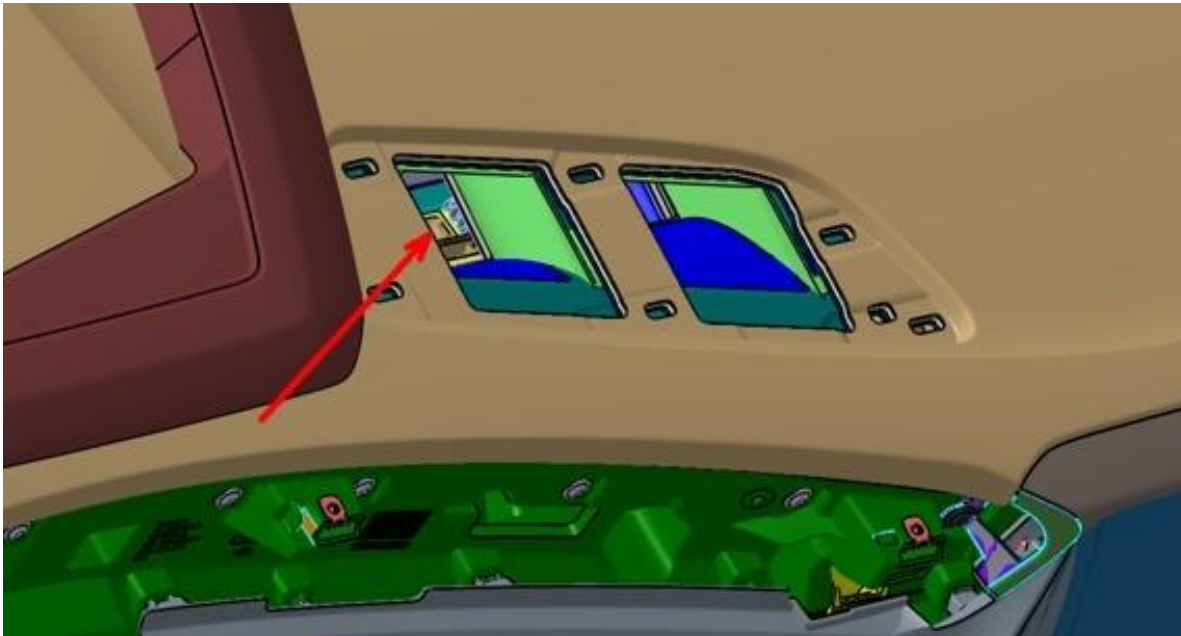


Figure 2. The bearing that needs to be located is indicated by the red arrow.

Step 2: Pulling/pressing the flap apart

Required tools: wide flat-bladed screwdriver, small mirror and flashlight. The screwdriver can be moved towards the flap through the left vent shown in Figure 2.

Then use the screwdriver (thin side of blade) to pierce the soft flap components (white border) or push them out of the way (as shown in Figure 3).



Figure 3. *The area where the soft flap components should be pierced, or moved out of the way is circled in red.*

Once the screwdriver is in a suitable position at the soft components, it can be turned 90° to press the bearing and the flap apart (refer to Figure 4).

If you feel the flap move, this confirms that this step has been performed successfully. The affected flap has been visibly moved to the left by approx. 2 to 5 mm (refer to Figure 4) and the bearing is no longer jammed.



Figure 4. The affected flap is visibly moved to the left ~2-5 mm.

Step 3: Greasing the bearing for the affected left flap

Apply silicone spray to the highlighted bearing on the left flap (refer to Figure 5).



Figure 5. The area to lubricate is circled in red above.

Step 4: Assembly

The ventilation grille behind the MMI display can be fitted again after greasing.



CAUTION

Adjusting the flap several times (opening and closing it 5 times) distributes the spray evenly on the bearing. The flap is adjusted manually by alternately selecting and deselecting the button for the chest and footwell air vents.



NOTICE

If the noise cannot be eliminated by following the repair instructions above, the vehicle's air distribution housing must be replaced.

When billing, please always attach a video that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the video must:

- Include the VIN and date.
- Must not be edited.
- Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the video documentation does not show any people and/or face, license plates, or customer data.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8720		
Damage Code:	0020		
Labor Operations:	Remove and install dash panel trim	7016 1900	See SRT with associated operations
	Modify heater flap box	8026 4999	20 TU
Claim Comment:	As per TSB 2079218/1		

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.

Additional Information

All part and service references provided in this TSB (**2079218**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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