

74 Front center armrest is stuck, does not slide, or is inoperative

74 13 16 2035814/1 November 25, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2012 - 2014	All	Not Applicable

Condition

One of the following conditions is present in the armrest:

- Condition A: The armrest will not operate in any direction.
- Condition B: The height adjustment of the armrest will not engage or remain in position, or may become stuck in one position during height adjustment.

Technical Background

- Condition A: If the armrest slides past its limit and the rods are pulled out of the armrest (Figure 1), it is because the retention of the bracket is insufficient.
- Condition B: The armrest bracket is under tension because the guide plate has fallen loose from the bracket or the return spring has slipped from its original position

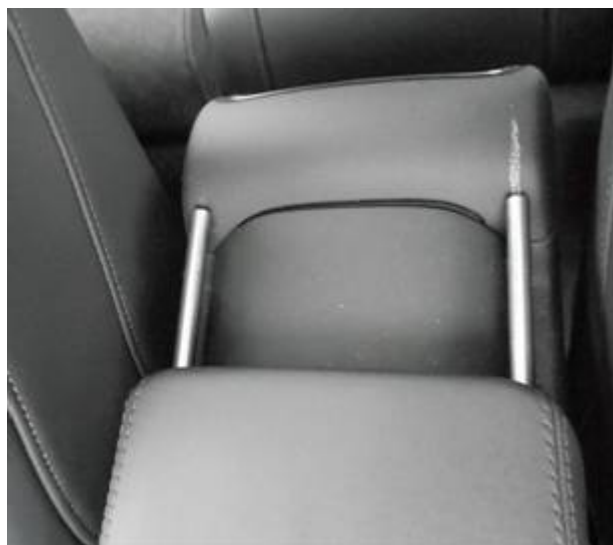


Figure 1. Detached rods that have pulled out of the armrest cover.

Production Solution

Improved production assembly process to avoid improper position of the arm rest spring on bracket.

Service

Condition A:

1. Replace armrest cover assembly according to the instructions in the Repair Manual.

Condition B:

1. Remove rear cover from center console to expose guide plate (Figure 2) according to the instructions in the Repair Manual.

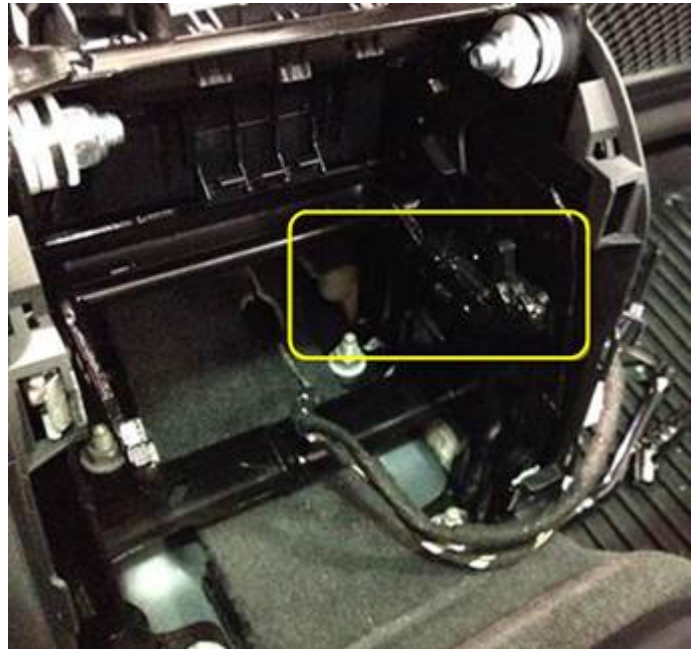


Figure 2. Rear cover of center console removed to expose guide plate (outlined).

2. Inspect position of the guide plate:
 - If the position of the guide plate is correct (Figure 3), proceed to step 3.
 - If the position of the guide plate is incorrect (Figure 4), install the guide plate into the correct position, then check for proper armrest operation. If concern is still present, proceed to step 3.



Figure 3. Bracket in correct position.



Figure 4. Bracket in incorrect position.

3. Remove armrest and adjustment assembly according to the instructions in the Repair Manual.
4. Inspect the position of the bracket spring. Move the bracket spring on the housing in the direction indicated in the image at right (Figure 5, A). This will increase the tension of the spring.

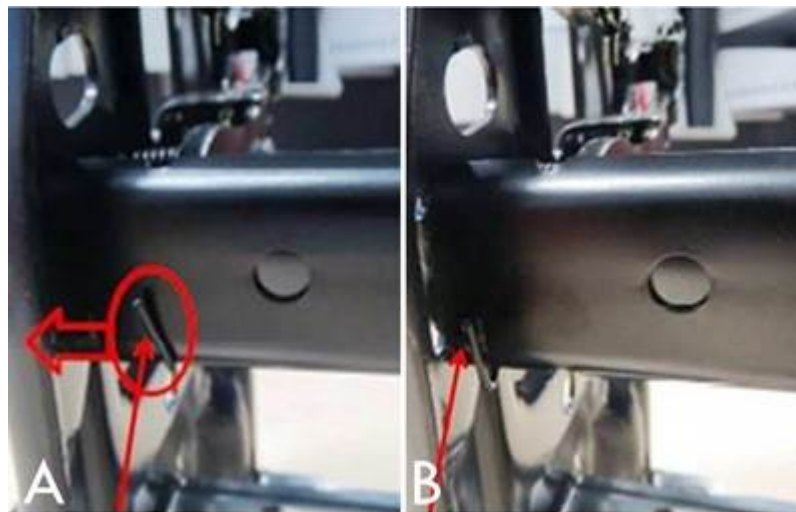


Figure 5. Spring in incorrect position (A). Spring in correct position (B).

5. Re-fit the armrest and adjustment assembly according to the instructions in the Repair Manual.

Technical Service Bulletin



Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7220		
Damage Code:	0017		
Labor Operations:	For Condition A:		
	Armrest cover replace	7220 1905	20 TU
Labor Operations:	For Condition B:		
	Armrest remove + reinstall	7220 1900	50 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2035814/1		

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

Part Number	Part Description	Quantity
8K0864207X XXX	Armrest	1 (If needed)

Please use VIN to determine color code and complete part number in ETKA before ordering

Additional Information

All parts and service references provided in this TSB (2035814) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.