

Technical Service Bulletin



72 Noise from center armrest

72 13 06 2016946/3 September 9, 2013. Supersedes Technical Service Bulletin Group 72 number 08-09 dated December 4, 2008 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2004 - 2006	All	Not Applicable
A8	2007	000001 - 000388	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (Updated customer codes)
2	12/4/2008	Revised title to include repair group

The front center armrest makes creaking noises when the lid is pressed down with the weight of the customer's arm.

Technical Background

The attachment points between the inner liner and the lower trim cause creaking under load.

Production Solution

Lubrication of the contact surfaces.

Service

1. Use a thin brush to lubricate the attachment points between the inner liner and lower trim (Figure 1). Use special lubricant **G 060172A3**.



Figure 1. The inner liner of the center armrest, removed. Yellow circles highlight the areas to be lubricated.

3. Remove any lubricant residue on the visible surfaces with all-purpose cleaner **D 00940104**.
4. Remove the lower trim to lubricate the contact surfaces (Figure 2 and Figure 3).



Figure 2. The mounting points into which the inner liner is slotted.



Figure 3. A mounting point of the lower trim.

5. Carefully check the Torx bolts (Figure 4) for tight fit.



Figure 4. A Torx bolt, which attaches the side trim.

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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:	0020		
Labor Operations:	Armrest remove and reinstall	7220 1900	20 TU
	Armrest component lubrication and adjustment	7220 9999	20 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 #2016946/3		

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

Part Number	Part Description	Quantity
D 00940104	All-purpose cleaner	Not to be billed on each case since only a small portion will be used. Charge as shop supplies.
G 060172A3	Special lubricant	Not to be billed on each case since only a small portion will be used. Charge as shop supplies.

Additional Information

All parts and service references provided in this TSB (2016946) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.