

Technical Service Bulletin



72 Rattling noise from front headrests

72 14 13 2018003/3 April 9, 2014. Supersedes Technical Service Bulletin Group 72 number 08-10 dated December 4, 2008 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2005	All	Not Applicable
A6	2006	000001 - 030000	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

Noises from the front seat head restraints.

Technical Background

The inner diameter of the headrest guides is too large.

Production Solution

Improved headrest guides.

Service

Replace headrest guides with improved parts listed in *Required Parts and Tools*, below.

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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:	7280		
Damage Code:	0020		
Labor Operations:	Replace headrest guides	7280 2099	30 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 #2018003/3		

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
8P0881920B + color code	Guide for headrest-detachable-right	1
8P0881920C + color code	Guide for headrest-detachable-left	1

Additional Information

All parts and service references provided in this TSB (2018003) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.