



Technical Service Bulletin

72 Noises from the front center armrest

72 23 50 2064920/2 November 20, 2023. Supersedes Technical Service Bulletin Group 72 number 22-38 dated January 8, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q8	2019 – 2022	All	Not Applicable
Q7, SQ7, SQ8, and RS Q8	2020 – 2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Corrected clerical error)
1	01/08/2022	Initial publication

Customer states:

- Front center armrest makes creaking noises when the customer's arm is resting on it.

Technical Background

The contact between the armrest and center console upper section leads to noises when under load.

Production Solution

Optimization incorporated into series production.

Service



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- 1 Check the gap between the center console upper section and the storage compartment (Figure 1). The gap should not exceed 0.5 mm.



Figure 1. Check the gap between the center console upper section and the storage bin.

- 2 Remove the armrest trim and the rear center console trim.
- 3 Remove the center armrest following the Elsa Repair Manual.
- 4 Loosen the center console upper section screw (Figure 2).



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- 5 Pull the center console upper section towards the rear of the vehicle and tighten the screw (Figure 2).



Figure 2. Moving the center console upper section towards the rear of the vehicle

- 6 Reinstall all parts that were previously removed.



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- 7 Recheck the gap of the center console upper section (Figure 3). The gap should be even and approx.0.5 mm.



Figure 3. Center console upper section to storage bin gap, even and approx.0.5 mm wide.

- 8 Verify that the noise can no longer be reproduced by pushing down on the armrest.

NOTICE

Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is information only.
Service Number:	7220



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Damage Code:	0020		
Labor Operations:	Armrest remove + reinstall	7220 1900	See SRT with associated operations
	Modify center console	6817 4999	10 TU
Diagnostic Time:	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
Claim Comment:	As per TSB 2064920/2		

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 (**2064920**) 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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