

# Technical Service Bulletin

#### 42 A6/A7, cracking noises from rear of vehicle

42 12 15 2029953/2 October 12, 2012. Supersedes Technical Service Bulletin Group 42 number 12 – 10 dated June 28, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment	
A6 (C7)	2011 – 2013	All		
A7 (C7)			Not Applicable	

## Condition

REVISION HISTORY					
Revision	Date	Purpose			
2	-	Revised header data			
1	6/28/2012	Original publication			

Cracking or clicking noises from the rear of the vehicle in the C pillar area when driving over bumps or rough roads.

## **Technical Background**

The noise comes from the upper shock absorber mounting.

## **Production Solution**

Not applicable.

## Service

Optimized damper mounting gradually introduces from VIN 4GBN031437

### **Diagnosis steps**

© 2012 Audi of America, Inc.

- 1. Determine the location of the noise (left rear or right rear) with a test drive.
- 2. Swap rear shock assemblies (with mounting) from right to left.
- If the noise changes sides, replace the affected shock absorber mounting.
- If the noise does not change sides, continue diagnosis.

### Page 1 of 2

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



# Technical Service Bulletin

## Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any is informational only.	warranty, this Tech	nical Service Bulletin		
Service Number:	4295				
Damage Code:	0020				
Labor Operations:	2 shock absorbers remove and reinstall	4293 2000	130 TU		
	Shock absorber replace (use this labor operation for replacement of shock mount)	4293 5550	20 TU		
Diagnostic Time:	Road test prior to service procedure	0121 0002	10 TU		
	Road test after service procedure	0121 0004	10 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 #2029953/2				

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.

## **Required Parts and Tools**

Part Number	Part Description	Quantity
4G0513353	Rear shock absorber mounting	1 or 2

## **Additional Information**

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

#### © 2012 Audi of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.