

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	Not Applicable
A7 (C7)			

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

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.

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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:	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.