

Technical Service Bulletin



55 Creaking or knocking noises heard from front of the vehicle

55 13 33 2035797/1 November 13, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2012 - 2014	All	Not Applicable
A5	2012 - 2014		
A5 Cabriolet	2012 - 2014		
Audi Q5	2012 - 2014		

Condition

- The customer complains of hearing a creaking or knocking noise from the front of the vehicle when the vehicle is twisted, such as when being driven into or out of a driveway.
- The customer may describe the location of the noise source as the front suspension area.

Technical Background

This type of noise may be caused by the contact between the hood height adjustment stop buffers and the lock carrier. While noises originating from the front of the vehicle may have a number of causes, the repair described below will eliminate this possible cause.

Production Solution

Not applicable.

Service

1. Apply a small piece of felt tape material (**533863288A**) to the contact surface of the hood height adjustment stop buffers as shown in the illustration (Figure 1).



Figure 1. Felt tape applied to contact surface of hood height adjustment stop buffer.

2. Check the hood adjustment and correct if necessary.
3. Drive the vehicle to ensure that the noises have been eliminated. Should the noises persist, continue with diagnosis to locate another possible cause.

Technical Service Bulletin




Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5522		
Damage Code:	0020		
Labor Operations:	Apply felt tape to hood height adjustment stop buffers and adjust hood	5522 1500	30 TU
Diagnostic Time:	GFF	No allowance	0 TU
	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 #2035797/1		

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
533863288A	 Felt strip	0.1

Additional Information

All parts and service references provided in this TSB (2035797) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.