

Technical Service Bulletin



42 Rattle noise from rear suspension

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 cabriolet, A6, A7	2014 - 2016	All	Not Applicable

Condition

Clunking or rattling noises are heard from rear suspension area when vehicle is driven over bumps.

Technical Background

These noises can be caused by an improperly seated rear bump stop (which occurs when the rear bump stop was not fully inserted into the rear shock absorber mounting during PDI).

Production Solution

A bump stop installation tool (SET900) was developed to aid with the installation of rear bump stops on B8 and C7 vehicles during PDI (Figure 1). This tool provides the necessary leverage to seat the rear bump stop in the shock absorber mounting.



Tip: One SET900 tool was sent to all Audi dealers in November 2014. Additional tools can be purchased through the *Audi Special Tools and Equipment Program*.



Figure 1. The SET900 bump stop installation tool.

Service

To ensure proper installation of rear bump stops (in B8 and C7 models without air suspension):

1. Clean the top of the rear bump stops and coat with tire mounting paste.
2. Use the SET900 special tool to fully press the rear bump stops in to the upper shock mounts (Figure 2). The purpose of the tool is to properly seat the rear bump stops in the rear shock mounts (Figure 3), which will prevent them from dropping out of the rear upper shock mounts and causing noise.



Figure 2. The SET900 tool being used to install a rear bump stop.

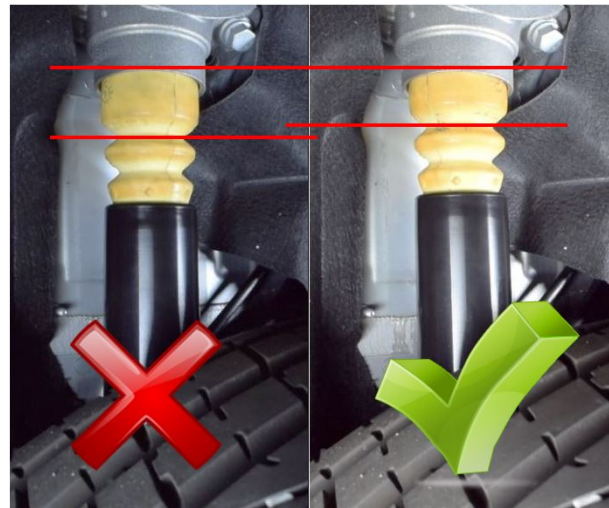


Figure 3. Comparison between rear bump stop installation without and with the SET900 tool.



Note:

Always ensure that the dust boot does not get caught on the top of the shock once the vehicle is lowered.



Tip: A video demonstrating the use of this tool is available at:

<https://audi-external.kzoplatform.com:443/swf/player/286>

(Figure 4). See TSB 2039206 for more information about viewing videos.



Figure 4. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2038689) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.