

Technical Service Bulletin



40 Rattling or knocking noise from front end when driving over bumps

40 14 39 2035854/2 February 13, 2014. Supersedes Technical Service Bulletin Group 40 number 13-37 dated December 3, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2014	All	Not Applicable
A5	2008 - 2013		
A5 Cab	2010 - 2014		
Q5	2009 - 2014		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Added Note) Revised <i>Service</i> (Added instructions for both possible ball joint sizes)
1	12/3/2013	Initial publication

- A rattling or knocking noise is heard when the car is driven over bumps or uneven road surfaces. This noise is heard after the car has been driven for a while and is warmed up, and when the temperature outside is warm.
- This condition can be duplicated if the brakes are applied while the car is being driven over bumpy roads.
- This condition is a comfort concern. Vehicle handling is not affected.

! **Note:** This bulletin applies only to vehicles equipped with 75mm hydro-bushings. This bulletin does not apply to vehicles equipped with 65mm bushings.

Technical Background

High ambient temperatures at the hydraulic guide links cause the noise.

Production Solution

Not applicable.

Service

1. Before proceeding, confirm that the noise is coming from the hydraulic guide links and not from other suspension components on the vehicle (such as worn or damaged bushings).

Additionally, ensure that the vehicle is equipped with 75mm bushings. Review the repair history of the vehicle and ETKA to determine which bushings are present.

2. Check the size of the ball joints. In 2010, ball joint sizes were changed from M12 to M14.

- **If the vehicle was produced with M14 ball joints:**
Replace both left and right lower guide links (Figure 1) according to the instructions in *Elsa >> Repair Manual >> Chassis >> Suspension, Wheel, Steering >> Front Suspension >> Removal and Installation >> Guide Link*.

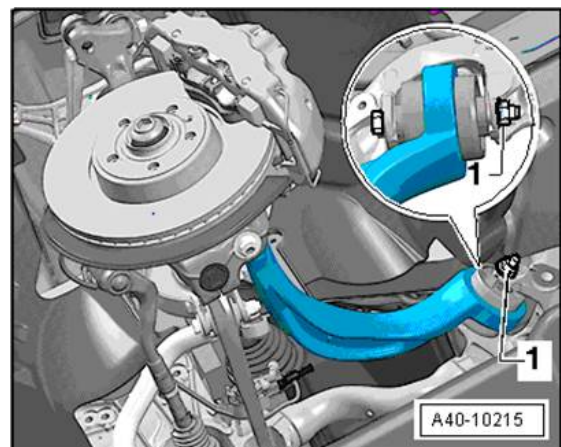


Figure 1. Lower guide link (1).

- **If the vehicle was produced with M12 ball joints:**
Replacement of the complete guide link is not possible. Only the bushings should be replaced. Remove the guide links and replace the left and right bushings.

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:	4016		
Damage Code:	0020		
Labor Operations:	2 Wheels remove + install	4405 2000	20 TU
	2 Lower guide links remove + install (For A4/A5/Q5)	4016 2050	110 TU
	2 Lower guide links remove + install (For A5 Cabriolet)	4016 2050	90 TU
	Guide link mounting remove + install (For vehicles with M12 ball joints only)	4012 2050	40 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 #2035854/2		

Required Parts and Tools

Part Number	Part Description	Quantity
4G0407693J	Wishbone link (left front) (M14)	1
4G0407694J	Wishbone link (right front) (M14)	1
4G0407183A	Hydro-mounting (2 pieces)	1

Tool Number	Tool Description	Quantity
V.A.G 1332	Torque wrench 40-200 Nm	1
V.A.G 1332/7	Ring spanner insert, AF 21mm	1
V.A.G 1383 A	Engine-transmission jack	1
T10149	Wheel hub support	1
T40042	Ball joint puller	1

Additional Information

All parts and service references provided in this TSB (2035854) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.