

Technical Service Bulletin



42 Loud cracking or rubbing noises when steering (vehicles without Audi magnetic ride suspension)

42 14 21 2021724/5 July 9, 2014. Supersedes Technical Service Bulletin Group 42 number 12-16 dated November 13, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2006 - 2013	All	Without Audi magnetic ride
TT	2008 - 2015	All	Without Audi magnetic ride

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (Added model years)
4	11/13/2012	Revised <i>Service</i> (Clarified statement) Revised <i>Technical Background</i> (Additional information)
3	6/6/2012	Revised header data (Added model years 2012 and 2013) Revised <i>Service</i> (Updated Repair Procedure)
2	4/1/2010	Revised header data (Added model year 2011) Revised <i>Warranty</i>
1	10/19/2009	Original publication

- Loud cracking or rubbing noises are heard when the steering wheel is being turned.
- Steering is not affected and operates normally.



Tip: This bulletin does not apply to vehicles with magnetic ride suspension (which are equipped with rubber shock absorber stop and a plastic cap on the shock).

Technical Background

- When vehicle is being steered, the shock absorber stop can chafe on the plastic cap of the suspension strut.
- If the vehicle is lifted up, the noise disappears.
- The boot is not properly secured/installed, or is deformed.

Production Solution

Change in production.

Service



Tip: Ensure that this TSB is performed before replacing any additional components, such as suspension strut mountings, springs, or steering racks. Failure to properly complete this bulletin may cause claim(s) to be ineligible for reimbursement.

1. Brush silicon grease (G 000 405 A2) on the contact surface of the plastic cap of the suspension strut where it makes contact with the rubber stop (Figure 1).

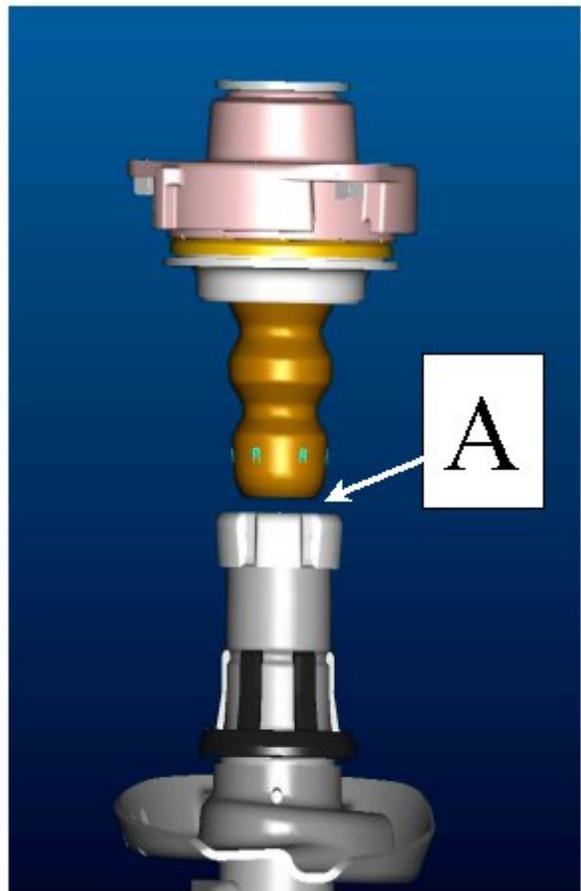


Figure 1. The contact surface of the plastic cap of the suspension strut (A).

2. Attach the boot correctly on the slots of the upper mounting and the bottom of the damper. Slight deformations of the boot can be pressed out at room temperature.

For further technical assistance, contact the Audi Technical Assistance Center (TAC).

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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:	4098		
Damage Code:	0020		
Labor Operations:	Grease rubber stops	4098 5099	20 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 #2021724/5		

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
G 000405A2	Silicone grease	1

Additional Information

All parts and service references provided in this TSB (2021724) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.