

42 Rear shock mounting noises

42 16 28 2042539/3 January 21, 2016. Supersedes Technical Service Bulletin Group 42 number 15-27 dated December 4, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment	
TTS	2016	All	Audi magnetic ride	

Condition

REVISION HISTORY					
Revision	Date	Purpose			
3	-	Revised header data (Updated customer codes)			
2	12/4/2015	Revised Warranty (Added 4295 2099 labor operation; changed Service Number)			
1	11/30/2015	Initial publication			

- Customer may report hearing rumbling noises from the rear of the vehicle when driving on very uneven roads or over potholes.
- This bulletin only applies to TTS vehicles with Audi magnetic ride.

Technical Background

The rear shock mounts are causing the noises (Figure 1).

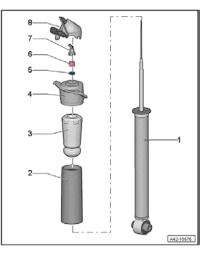


Figure 1. Rear shock absorber assembly showing rear shock mount (point 4).

^{© 2016} Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



Production Solution

Not applicable.

Service

- 1. Verify that the noise is coming from the rear shock mounts.
- 2. Remove both rear shock assemblies and replace both rear shock mounts according to Elsa instructions.
- 3. Test drive to verify repair.

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+reinstall	4293 2000	180 TU		
	Remove and install 2 rear shock mounts	4295 2099	30 TU		
	Battery charge	2706 8950	Time stated on diagnostic protocol (Max 10 TU)		
Diagnostic Time:	GFF – Suspension: Adapt the control position	0150 0000	Time stated on diagnostic protocol (Max 30 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 #2042539/3				

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.

© 2016 Audi of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



Technical Service Bulletin

Required Parts and Tools

Part Number	Part Description	Quantity
8V0513353	Shock absorber mounting	2
N 10628301	Bolt, hex. hd. with shoulder M12 x1,5 x 90	2
N 90648402	Bolt, hex. hd. (combi.) M10 x 35	4

Additional Information

All parts and service references provided in this TSB (2042539) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

© 2016 Audi of America, Inc.

all rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.