

# Technical Service Bulletin



## 42 Cracking noises from rear of vehicle

42 16 30 2029953/5 January 27, 2016. Supersedes Technical Service Bulletin Group 42 number 15-23 dated May 7, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2012 - 2013	All	Not Applicable
A6, A7	2014	000001 - 011181	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (Updated model years)
4	05/07/2015	Revised <i>Warranty</i> (Added Labor Operations)
3	9/24/2013	Revised header data (Updated VIN range) Revised title Revised <i>Production Solution</i> (Added information)

Cracking or clicking noises are heard from the rear of the vehicle in the C pillar area when it is driven over bumps or rough roads.

## Technical Background

The noise comes from the upper shock absorber mounting.

## Production Solution

Optimized damper mounting gradually introduced in production.

## Service

1. Determine the location of the noise (left rear or right rear) with a test drive.
2. Swap rear shock assemblies (with mounting) from right to left:
  - If the noise changes sides, replace the affected shock absorber mounting. Only optimized parts are available to order.
  - If the noise does *not* change sides, continue diagnosis.

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## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	4295		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	<b>If shock absorber mounting <i>is</i> replaced after noise test:</b>		
	2 shock absorbers remove and reinstall	4293 2000	130 TU
	Shock absorber remove and reinstall	4293 1900	70 TU
	Shock absorber replace (use this labor operation for replacement of affected shock absorber mounting)	4293 5550	20 TU
	<b>If shock absorber mounting <i>is not</i> replaced after noise test:</b>		
	2 shock absorbers remove and reinstall	4293 2000	130 TU
<b>Diagnostic Time:</b>	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)		
<b>Claim Comment:</b>	As per TSB #2029953/5		

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
Check ETKA	Rear shock absorber mounting	1 or 2

## Additional Information

All parts and service references provided in this TSB (2029953) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.