

# Technical Service Bulletin

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## 42 Comfort concern about rear axle shimmy, vibration, and/or oscillation

42 17 36 2047501/1 April 14, 2017.

| Model(s)   | Year | VIN Range       | Vehicle-Specific Equipment |
|------------|------|-----------------|----------------------------|
| A4 allroad | 2017 | 000000 - 106682 | Not Applicable             |

## Condition

### Customer Statement:

- Reduced comfort with the alignment of the vehicle
- Vehicle will shimmy, vibrate, and/or oscillation at all speeds

### Workshop Findings:

- A shimmy, vibration, and/or oscillation can be detected in the rear axle while driving

## Technical Background

At the start of production buffer stops with different damping characteristics were fitted (part number 80A512131A).

## Production Solution

Optimized buffer stops (part number 8W0512131H).

## Service

Replace both buffer stops on the rear axle (new part number 8W0512131H).



### Tip:

With all subsequent repairs the same buffer stops must always be used for both sides of the vehicle on the rear axle.



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## Warranty

|                          |                                                                                                                                                                                          |              |        |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |        |
| <b>Service Number:</b>   | 4298                                                                                                                                                                                     |              |        |
| <b>Damage Code:</b>      | 0018                                                                                                                                                                                     |              |        |
| <b>Labor Operations:</b> | 2 Shock absorbers remove + reinstall                                                                                                                                                     | 4293 2000    | 110 TU |
|                          | Rear axle rubber stop remove + reinstall                                                                                                                                                 | 4298 2050    | 30 TU  |
| <b>Diagnostic Time:</b>  | 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<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)                                                             |              |        |
| <b>Claim Comment:</b>    | As per TSB #2047501/1                                                                                                                                                                    |              |        |

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 |
|---------------|------------------|----------|
| 8W0 512 131 H | Helper spring    | 2        |

## Additional Information

All parts and service references provided in this TSB (2047501) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.



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