



Technical Service Bulletin

43 DRC running gear: shock absorbers with metallic rumbling noise

43 17 26 2047629/1 May 22, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 7	2016	900001 - 999999	Dynamic Ride Control running gear
RS 7	2017	900001 - 900849	Dynamic Ride Control running gear

Condition

The customer is concerned about rumbling noises on uneven roads.

The noises are from the Dynamic Ride Control running gear (PR code 2MC) and are mainly perceived in the comfort mode. A leak or an incorrect system pressure can be ruled out as the cause.



Tip: The concern must clearly differ from the normal working noise of the DRC running gear. This hydraulic performance running gear cannot operate completely noiseless.

Technical Background

Sudden bouncing of the springs leads to a metallic rumbling noise in the shock absorber because of a brief local pressure change.

Production Solution

Optimized shock absorbers.

Service

Before a parts replacement, check the system pressure on the DRC system. If it is below 16 bars, fill the system correctly and reassess the condition.



Note:

The system must be sufficiently evacuated and the oil warmed up to about 86°F before filling it in. An optimal filling is essential to achieve a minimal noise level.

As a measure against the noise concern optimized shock absorbers are available. All four shock absorbers have to be replaced and fully complete the Guided Fault Finding.



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Tip: The optimized damper must only be used for noise concerns. In all other cases, use the parts listed in the parts catalogue. Shock absorbers that have been replaced unnecessarily will be debited.

Follow instructions in Elsa to complete the repair at Repair Manual, *Chassis >> Suspension, Wheels, Steering >> Self-Leveling Suspension >> Dynamic Ride Control (DRC) >> System Description >> DRC Checking >> Dynamic Ride Control (DRC) Draining >> Front Suspension >> Suspension Strut Servicing >> Rear Suspension >> Shock Absorber Removing Installing >> Shock Absorber Servicing >> Dynamic Ride Control (DRC) Filling >> Vehicle Alignment.*

Vehicles with PR Code KA4 Peripheral Camera Systems and PCN Driver Assistance Systems calibration review Elsa to complete the repair at Repair Manual, *Electrical Systems >> Communication >> Peripheral Camera >> Peripheral Camera, Calibrating and Chassis >> Suspension, Wheels, Steering >> Wheels, Tires Wheel Alignment >> Driver Assistance Systems Front Camera, Calibrating.*

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4090, 4293		
Damage Code:	0020		
Labor Operations:	Hydraulic fluid drain + fill	4341 1850	110 TU
	2 Suspension struts remove + install	4085 2000	250 TU
	2 Shock absorbers remove + install	4090 2050	70 TU
	2 Shock absorbers remove + install	4293 2000	130 TU
	2 Shock absorbers replace	4293 5650	30 TU
	Vehicle alignment front + rear measure	4495 0350	70 TU
	Front wheel track adjusted	4488 1550	20 TU (If needed)
	2 Noise dampening pan	1082 2000	20 TU (If needed)
	Front wheel camber adjusted	4489 1550	70 TU (If needed)
	Rear wheel track adjusted	4493 1550	20 TU (If needed)



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	Rear wheel camber adjusted	4494 1550	30 TU (If needed)
	Vehicles with Peripheral Camera System, Calibration	9143 1550	50 TU (If needed)
Diagnostic Time:	GFF-Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	01210002	10 TU
	Road test after service procedure	01210004	10 TU
Claim Comment:	As per TSB #2047629/1		

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
4G0-412-019-B	Shock Absorber	1
4G0-412-020-B	Shock Absorber	1
4G0-512-011-F	Shock Absorber	1
4G0-512-012-F	Shock Absorber	1
G-052-731-A2	Hydraulic fluid	2.0 Liter

Additional Information

All parts and service references provided in this TSB (2047629) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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