



Technical Service Bulletin

40 Front shock absorber cap, cracking noises/spring jumps when steering

40 17 62 2047758/1 May 18, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3	2015 - 2017	All	Drive select and magnetic shock absorbers

Condition

Customer concern:

- Cracking noises/spring jumps when steering or when maneuvering.
- The noise can be reproduced when at least 2 people are in the vehicle and the steering wheel is just before the right/left stop.

Technical Background

The buffer stop for shock absorber (Figure 1,1) can cause noises if it touches the front shock absorber cap (Figure1, 2).

Production Solution

Not applicable.



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Service

Lightly lubricate the contact surface (red dotted line) between buffer stop for shock absorber (Figure 1, 1) and front shock absorber cap (Figure 1, 2) with silicon grease G 000 405 A2.

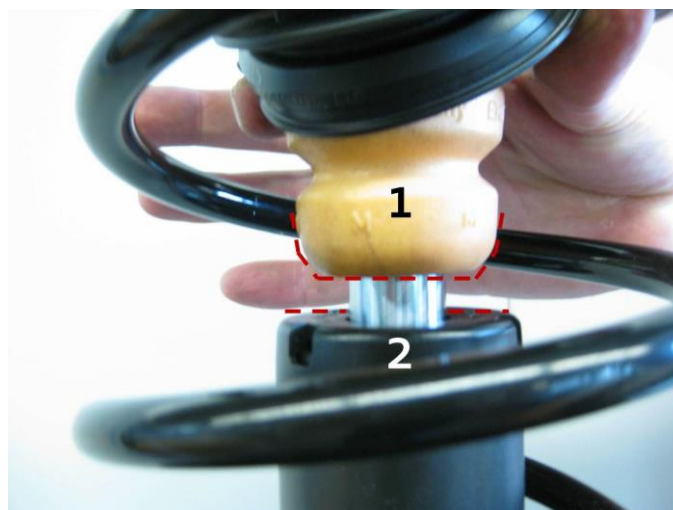


Figure 1. Shock absorber and buffer stop.



Tip: Check the protective sleeve of the front shock absorber for correct fit, they should turn easily in the axial deep-groove ball bearing/sleeve bearing.

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:	4098		
Damage Code:	0020		
Labor Operations:	Lubricate both front rubber stops	4098 5099	30 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		



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Claim Comment:	As per TSB #2047758/1
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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 000 405 A2	Grease	1

Additional Information

All parts and service references provided in this TSB (2047758) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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