



Technical Service Bulletin

43 DRC running gear: DTC(s) stored for front shock absorbers

43 17 28 2049664/2 December 14, 2017. Supersedes Technical Service Bulletin Group 43 number 17-27 dated December 5, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS7	2014 - 2017	All	With sports running gear with variable damping

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated Claim Types)
1	12/05/2017	Initial publication

Customer statement:

- The warning lamp for the shock absorber regulation is on.

Workshop findings:

- DTC(s) about a malfunction of the vehicle level sender or the valve for damping adjustment on the front axle are logged in the electronic damping control module, J250 (address word 0014).
- The insulation of the electric cable of the shock absorber is damaged by wear (Figure 1).



Figure 1. Damaged insulation on the electric cable for the shock absorber.



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Technical Background

The missing insulation allows water to get to the electronic components in the shock absorber, causing corrosion. As a result the function is restricted.

Production Solution

Not applicable.

Service

1. Replace the affected shock absorber according to the repair manual.
2. When fitting the shock absorber make sure the electric cable is routed correctly. The connector with the labelling must point forward (Figure 2). The cable must also not be twisted or under tension to prevent any damage to the wires in the cable and to the outer insulation (Figure 3). It is recommended to hang cable and connector freely on the absorber first, then secure it.



Figure 2. Correct connector alignment and cable routing.



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Figure 3. Twisted cables.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 6 Months/6,000 Miles. • 1AM over 6 Months/6,000 Miles up to 48 Months/50,000 Miles. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4090		
Damage Code:	0010		
Labor Operations:	Hydraulic fluid drain and fill	4341 1750	50 TU
	Front Suspension strut remove + reinstall	4085 1900	160 TU
	Front shock absorber remove + reinstall	4090 1950	40 TU
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on diagnostic protocol
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU



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Claim Comment:	As per TSB #2049664/2
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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
See ETKA	DRC oil	According to ELSA
See ETKA	Shock Absorber	According to the repair

Additional Information

All parts and service references provided in this TSB (2049664) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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