



# Technical Service Bulletin

## 40 Rumbling/creaking noises from front of vehicle while driving

40 17 75 2048266/2 September 20, 2017. Supersedes Technical Service Bulletin Group 40 number 17-72 dated July 13, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2018	All	Not Applicable
A6, A7, and A8	2015 - 2018	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated Labor Operations)
1	07/13/2017	Initial publication

- The customer may report rumbling, squeaking, creaking or similar noises from the front of the vehicle while driving on uneven roads. The noises can possibly be heard and felt in the footwell or behind the dash panel.
- The noises can be reproduced.

## Technical Background

The noises can be generated on the lower left control arm in the area of the hydro-bushing.

Parts such as the coupling rod (4M0411317), axle components, and shock absorbers/air suspension struts are replaced often by mistake.

## Production Solution

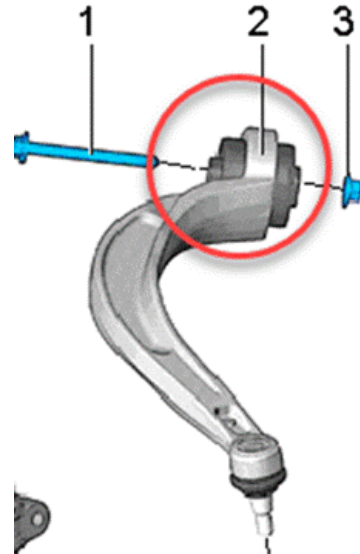
Modified hydro-bushing in control arm link (Figure 1):



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- A6/A7 - 4G4HN011283 on 06/21/2016, part number 4G0407183B
- A8 - 4H7HN000731 on 06/01/2016, part number 4H0407183C
- Q7 - 4M2GD063812 on 04/29/2016, part number 4M0407183B



**Figure 1.** Hydro-bushing.

## Service

The noises from the guide link can be transmitted into the vehicle interior through the connection of the subframe on the body. As a result, the noises can be heard in the footwell.

Check the lower guide link of the front axle as it may be the source of the noises. If necessary replace the hydro-bushing on the guide link.

The following steps are helpful in diagnosing the source of the noises:

1. Does the noise get louder when steering?
2. Do you perceive the concern in the footwell while driving on uneven roads or over speed bumps?
3. Does the concern only occur with minor unevenness of the road?



**Tip:** Please precisely locate the source of the noise with acoustic testers. A replacement of the guide link is not effective.

If the cause of the noise cannot be traced to mounting of the guide link, continue analysis on other components. Relaxing the front axle while there is weight on the wheels in many cases improves the situation.



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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>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	4012		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	<b>A6 and A7:</b>		
	1 Replace guide link mounting	4012 5550	30 TU
	1 Lower guide link remove + reinstall	4016 1950	70 TU
	1 Wheel remove + reinstall	4405 1900	20 TU
	Replace 2 guide link mountings	4012 5650	50 TU
	2 Lower guide links remove + reinstall	4016 2050	110 TU
	2 Wheels remove + reinstall	4405 2000	20 TU
	<b>A8:</b>		
	1 Lower guide link remove + reinstall (Includes time to replace 1 guide link mounting)	4016 1950	70 TU
	1 Wheel remove + reinstall	4405 1900	20 TU
	2 Lower guide links remove + reinstall (Includes time to replace 2 guide link mountings)	4016 2050	110 TU
	2 Wheels remove + reinstall	4405 2000	20 TU
	<b>Q7:</b>		
	1 Replace guide link mounting	4012 5550	30 TU
	1 Lower guide link remove + reinstall	4016 1900	100 TU
	Replace 2 guide link mountings	4012 5650	50 TU



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	2 Lower guide links remove + reinstall	4016 2000	150 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 #2048266/2		

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

Please refer to ETKA for the correct part information.

## Additional Information

All parts and service references provided in this TSB (2048266) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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