



Technical Service Bulletin

40 Rumbling/creaking noises from front of vehicle while driving

40 18 90 2048266/6 December 13, 2018. Supersedes Technical Service Bulletin Group 40 number 18-86 dated October 4, 2018 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
6	-	Revised <i>Production Solution</i> (Updated dates)
5	10/04/2018	Revised <i>Warranty</i> (Updated Service Number and Labor Operations)
4	08/09/2018	Revised <i>Warranty</i> (Updated Labor Operations)

Customer states:

- They can hear 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.

Workshop findings:

- 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 – 12/11/2017, part number 4G0407183B
- A8 - 06/01/2016, part number 4H0407183C
- Q7 - 04/29/2016, part number 4M0407183B

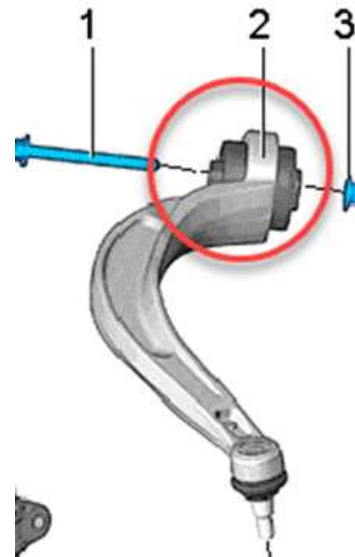


Figure 1. Hydro-bushing.

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

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4012		
Damage Code:	0020		
Labor Operations:	1 Replace guide link mounting	4012 5550 (A6, A7, and Q7)	See SRT
	1 Lower guide link remove + reinstall	4016 1950 (A6, A7, and A8) Or 4016 1900 (Q7)	See SRT
	1 Wheel remove + reinstall	4405 1900 (A6, A7, and A8)	See SRT
	Replace 2 guide link mountings	4012 5650 (A6, A7, and Q7)	See SRT
	2 Lower guide links remove + reinstall	4016 2050 (A6, A7, and A8) Or 4016 2000 (Q7)	See SRT
	2 Wheels remove + reinstall	4405 2000 (A6, A7, and A8)	See SRT
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2048266/6		

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.



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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/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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