



# Technical Service Bulletin

## 40 Rumbling/creaking noises from front of vehicle while driving - A6, A7, and A8

40 20 00 2048266/7 February 6, 2020. Supersedes Technical Service Bulletin Group 40 number 18-90 dated December 13, 2018 for reasons listed below.

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised header (Updated models) Revised <i>Technical Background</i> (Updated information) Revised <i>Service</i> (Updated information) Revised <i>Warranty</i> (Updated information) Revised <i>Required Parts and Tools</i> (Added table)
6	12/13/2018	Revised <i>Production Solution</i> (Updated dates)
5	10/04/2018	Revised <i>Warranty</i> (Updated Service Number and 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:

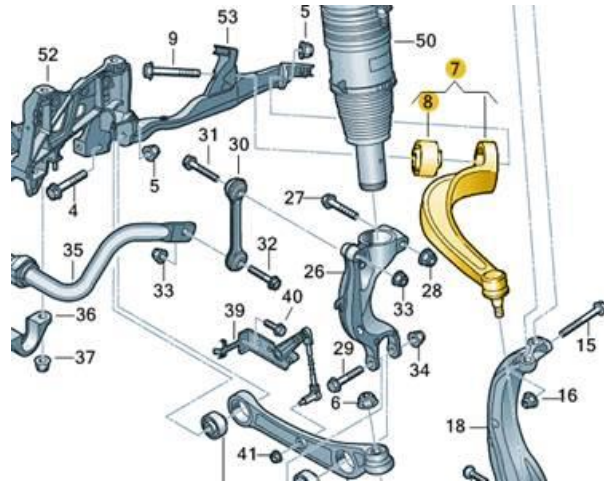
- The noises can be reproduced.



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## Technical Background

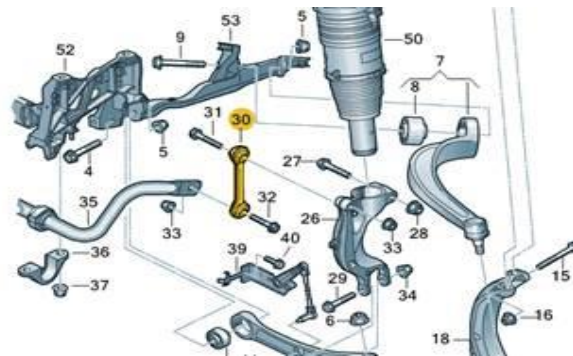
The noises can be generated on the lower left guide in the area of the hydro-bush. (Figure 1 – Position 7 and 8)



**Figure 1.** Lower left guide.

Parts such as the coupling rod (Figure 2 – Position 30) are usually replaced by mistake, presenting no problems.

The noises from the guide link can be transmitted into the vehicle interior by the connection of the sub frame on the body and are noticeable in the foot well.



**Figure 2.** Coupling rod.

## Production Solution

Not applicable.



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## Service

Replace the hydro-bush on the guide link in pairs. (Figure 1 – Position 8) according to the instructions in Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Steering >> 40 Front Axle >> Lower Control Arm and Ball Joint >> Guide link bonded rubber bushing, Removing and Installing.*

If repeat repairs are necessary and the hydro-bush has already been replaced (pressed out/in), the complete guide link has to be replaced (Figure 1 – Position 7) according to the instructions in Elsa at Repair Manual, *Chassis>>Suspension, Wheels, Steering>>40 Front Axle>>Lower Control Arm and Ball Joint>>Guide Link, Removing and Installing.*



**Tip:**

- Please precisely locate the source of the noise with acoustic testers.
- Check the repair history for repeated repairs.

## 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>	1 Wheel remove + reinstall	4405 1900	See SRT
	2 Wheels remove + reinstall	4405 2000	See SRT
	1 Lower guide link remove + reinstall	4016 1950	See SRT
	2 Lower guide links remove + reinstall	4016 2050	See SRT
	Replace guide link mounting	4012 5550	See SRT
	Replace 2 guide link mounting	4012 5650	See SRT
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU



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<b>Claim Comment:</b>	As per TSB #2048266/7
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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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Hydro-Bush	02
See ETKA	Guide Link (only if Hydro-Bush has been replaced previously)	01 or 02
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

## 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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