



Technical Service Bulletin

40 Noises from the front axle and swivel joint (ball joint)

40 20 99 2058421/1 February 4, 2020.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---------------------|-------------|-----------------|----------------------------|
| A6, A7 | 2020 | 000001 - 030328 | Not Applicable |
| A8 | 2020 | 000001 - 007755 | Not Applicable |
| Q5 | 2018 - 2019 | All | Not Applicable |
| Q5 | 2020 | 000001 - 040315 | Not Applicable |
| Q7 | 2017 - 2019 | All | Not Applicable |
| Q7 | 2020 | 000001 - 005784 | Not Applicable |
| Q8 | 2020 | 000001 - 008803 | Not Applicable |
| Audi e-tron quattro | 2019 | 000001 - 023478 | Not Applicable |
| A6, A7, A8, and Q8 | 2019 | All | Not Applicable |

Condition

Customer states:

- Hearing squeaking/creaking noises when steering or during suspension movement.



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Workshop findings:

- The customer statement can be reproduced.
- The noises can be assigned to the swivel joint (ball joint) of the left or right front axle (Figure 1, pos. 20).

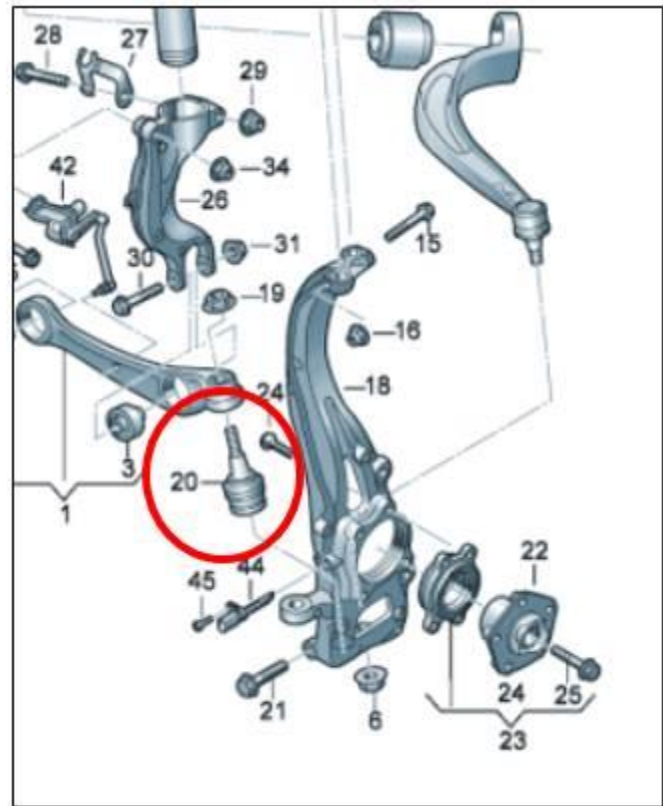


Figure 1. Swivel (ball joint).

Technical Background

Not applicable.

Production Solution

Not applicable.



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Service

Identify and replace the affected swivel joint (ball joint) of the left/right front axle according to the instructions in Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Steering >> 40 Front Suspension >> Lower Control Arm and Ball Joint >> Ball Joint, Removing and Installing.*



Note:

Make sure that the new parts you are installing have production date week 36/19 or later (Figure 1 and 2, green circles).

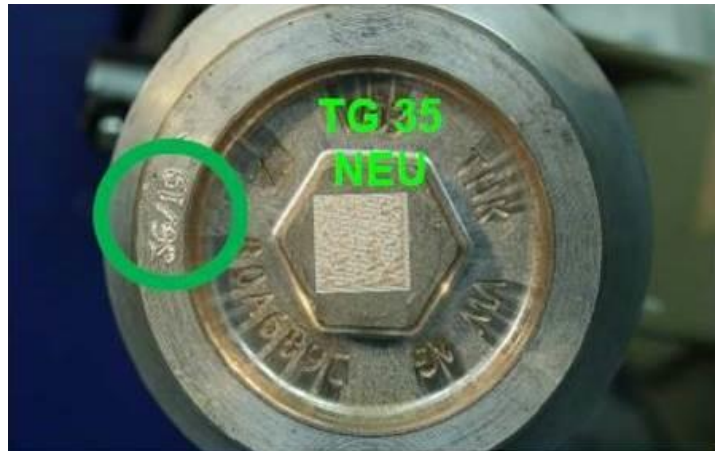


Figure 2. Example of initial production date of week 36/19.



Figure 3. Example of production date after week 36/19.



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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 the vehicle is outside warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 4036 | | |
| Damage Code: | 0010 | | |
| Labor Operations: | Lower ball joint replace (01) | 4036 5550 | See SRT |
| | Lower ball joints replace (02) | 4036 5650 | See SRT |
| Diagnostic Time: | GFF | No allowance | 0 TU |
| | Road test prior to the service procedure | 0121 0002 | 10 TU |
| | Road test after the service procedure | 0121 0004 | 10 TU |
| Claim Comment: | As per TSB #2058421/1 | | |

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 | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |
| See ETKA | Swivel joint (ball joint) | 01 or 02 |

Additional Information

All parts and service references provided in this TSB (2058421) are subject to change and/or removal.

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