



Technical Service Bulletin

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

40 20 02 2058421/2 March 12, 2020. Supersedes Technical Service Bulletin Group 40 number 20-99 dated February 4, 2020 for reasons listed below.

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

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated descriptions)
1	02/04/2020	Initial publication

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).

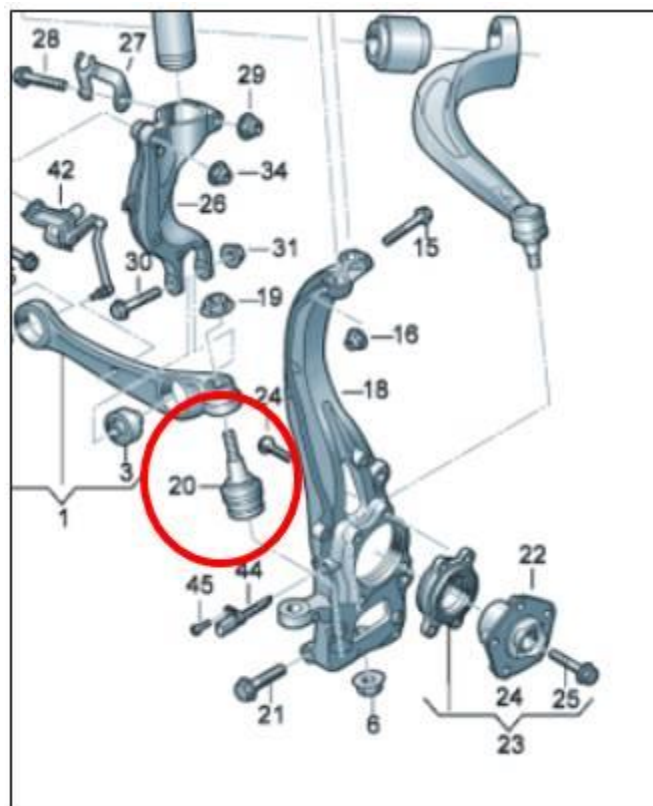


Figure 1. Swivel (ball joint).

Technical Background

Not applicable.

Production Solution

Not applicable.

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*.



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Note:

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



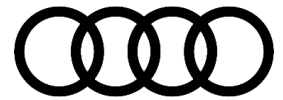
Figure 2. Example of initial production date of week 36/19.



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

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.
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Service Number:	4036		
Damage Code:	0010		
Labor Operations:	Lower ball joint replace (01) with associated operations based on optional equipment	4036 5550	See SRT
	Lower ball joints replace (02) with associated operations based on optional equipment	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 #2058421/2		

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

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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