



# Technical Service Bulletin

## 40 Rumbling/creaking noises from front of the vehicle when driving - Q7, Q8, A8, and Audi e-tron quattro

40 20 03 2058489/2 March 12, 2020. Supersedes Technical Service Bulletin Group 40 number 20-01 dated February 6, 2020 for reasons listed below.

| Model(s)                        | Year        | VIN Range       | Vehicle-Specific Equipment |
|---------------------------------|-------------|-----------------|----------------------------|
| Q7                              | 2017 - 2019 | All             | Not Applicable             |
| Q7                              | 2020        | 000001 - 008523 | Not Applicable             |
| Q8                              | 2020        | 000001 - 011971 | Not Applicable             |
| A8                              | 2020        | 000001 - 008304 | Not Applicable             |
| Audi e-tron quattro             | 2020        | 000001 - 016781 | Not Applicable             |
| A8, Q8, and Audi e-tron quattro | 2019        | All             | Not Applicable             |

## Condition

| REVISION HISTORY |            |  |
|------------------|------------|--|
| Revision         | Date       | Purpose  |
| 2                | -          | Revised <i>Warranty</i> (Updated Labor Operations) |
| 1                | 02/06/2020 | Initial publication                                |

### Customer states:

- They can hear rumbling, squeaking, creaking or similar noises from the front end when driving on uneven roads. The noises can possibly be heard and felt in the foot well or behind the dash panel.

### Workshop findings:

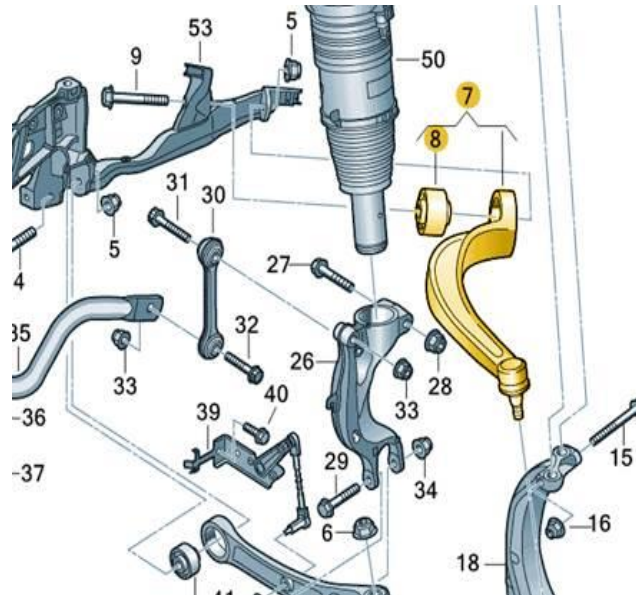
- The noises can be reproduced.



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## Technical Background

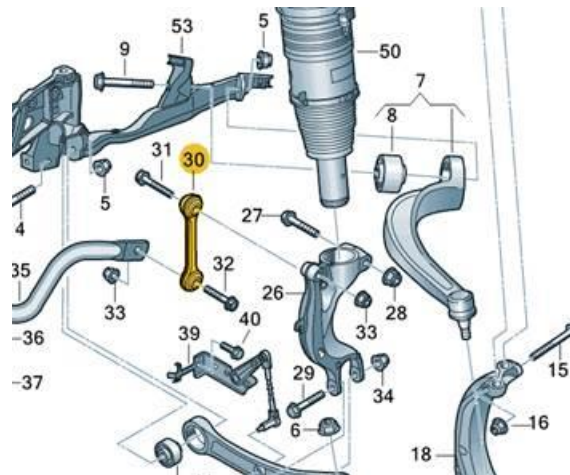
The noises can be generated on the lower left guide in the area of the hydro-bush.  
(Figure 1 – Position 7 and 8).



**Figure 1.** Hydro-bush.

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

1. 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*.
2. Before installation, ensure that the new parts of the hydro-bush have a parts version of **03S** or higher (Figure 3).



**Figure 3.** Hydro-bush parts number.

3. 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) in Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Steering >> 40 Front Axle >> Lower Control Arm and Ball Joint >> Guide Link, Removing and Installing*.

Before installation, ensure the new guide link has a parts version of **05S** or higher (see Figure 4).



**Tip:**

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



**Figure 4.** New guide link parts version.



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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 – Verified Owner.</li><li>• If vehicle is outside warranty, this Technical Bulletin is informational only.</li></ul> |              |         |
| <b>Service Number:</b>   | 4012  |              |         |
| <b>Damage Code:</b>      | 0020  |              |         |
| <b>Labor Operations:</b> | 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 the service procedure  | 0121 0002    | 10 TU   |
|                          | Road test after the service procedure   | 0121 0004    | 10 TU   |
| <b>Claim Comment:</b>    | As per TSB #2058489/2   |              |         |

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  | 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 |



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## Additional Information

All parts and service references provided in this TSB (2058489) are subject to change and/or removal.

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