



Technical Service Bulletin

42 Noises from rear shock absorbers (with Magnetic Ride only)

42 20 43 2059240/1 April 20, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT	2016 - 2019	All	Magnetic ride
A3, S3, and RS3	2019	000001 - 906967	Magnetic ride
A3, S3, and RS3	2015 - 2018	All	Magnetic ride

Condition

Customer states:

- Knocking or rattling noises when driving on uneven roads.

Workshop findings:

- The noises come from the rear shock absorbers.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Replace both rear shock absorbers according to the Elsa Repair Manual, *Chassis >> 42 Rear Suspension >> Suspension, Wheels, Steering >> Suspension Strut/Shock Absorber >> Shock Absorber, Removing and Installing*.



Note:

Before installation place the new shock absorber on the floor. Push in the piston rod to the stop. After each operation, let the piston rod slide out completely and repeat this about 10 times.



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Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 6 Months/6,000 Miles.• 1AM over 6 Months/6,000 Miles up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4293		
Damage Code:	0010		
Labor Operations:	Shock Absorber Remove + Reinstall	4293 1901	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 #2059240/1		

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
Order by VIN	Shock Absorber	02

Additional Information

All part and service references provided in this TSB (2059240) are subject to change and/or removal.

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