



Technical Service Bulletin

40 Noises from front shock bellows when steering or when the front suspension is compressed

40 20 10 2044060/5 June 26, 2020. Supersedes Technical Service Bulletin Group 40 number 18-81 dated July 12, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3	2015 - 2021	All	Without Audi magnetic ride
TT, TTS	2016 - 2021	All	Without Audi magnetic ride

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Added model year)
4	07/12/2018	Revised <i>Required Parts and Tools</i> (Updated information)
3	07/14/2017	Revised header (Added model year)

Customer states:

- A squeaking/creaking or rattling noises is heard from front end when steering or when the front suspension is compressed.

Workshop findings:

- The noise can be reproduced in the workshop and is heard from the upper section of the front suspension strut.



Note:

Before proceeding, this bulletin does not apply to vehicles equipped with Audi magnetic ride.



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Technical Background

The front shock protective cover (or “bellows”) can be deformed or incorrectly positioned for various reasons (such as improperly seated transportation blocks or improper installation after repairs), and as a result, can make noises in the upper section of the suspension strut (Figure 1).

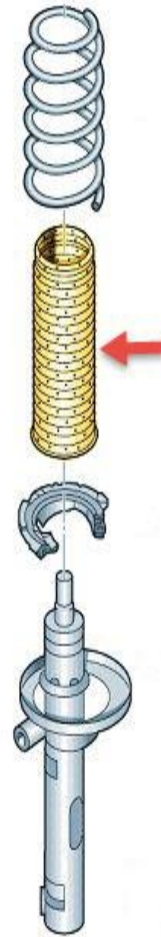


Figure 1. Front shock assembly with front shock protective cover highlighted.

Production Solution

Not applicable.



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Service

1. Check the front shock protective covers for correct fit:
 - Properly-installed front shock protective covers should turn easily in the deep-groove ball bearings (Figure 2).
 - Improperly-installed front shock protective covers will not turn in the deep-groove ball bearings (Figure 3).

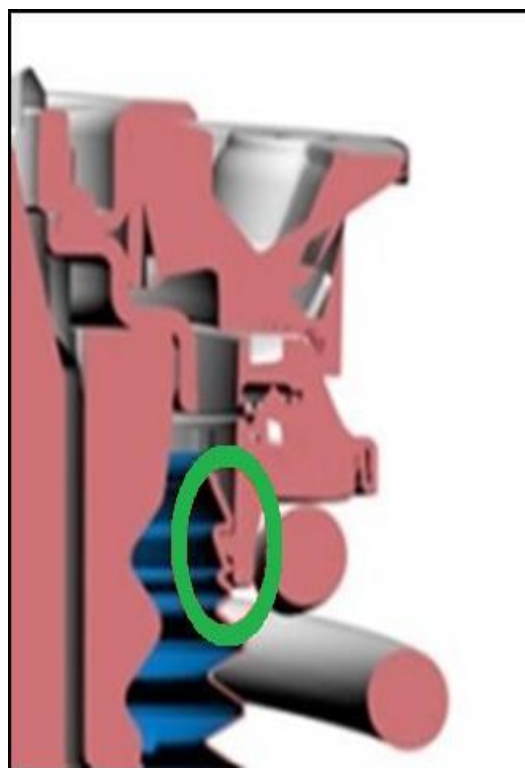


Figure 2. Proper installation of the front shock protective cover.

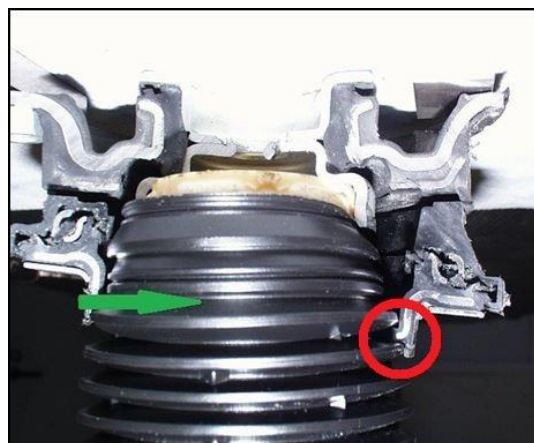


Figure 3. Improper installation of the front shock protective cover.



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2. Repair by repositioning the front shock protective covers so that they are installed correctly, as shown (Figure 2).

If the front shock protective cover cannot be reinstalled correctly due to permanent damage or deformation, it must be replaced.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4091		
Damage Code:	<ul style="list-style-type: none"> • 0017 Reinstall front shock protective cover(s) Or <ul style="list-style-type: none"> • 0010 Replace front shock protective cover(s) 		
Labor Operations: (Only one of the four scenarios can be claimed)	Scenario 1: Check and reinstall only		
	Check and reinstall 1 or 2 protective covers	4091 0699	40 TU
	Scenario 2: Replace the left front protective cover		
	Suspension strut remove + reinstall	4085 1901	See SRT
	Replace protective cover	4091 5699	30 TU
	Scenario 3: Replace the right front protective cover		
	Suspension strut remove + reinstall	4085 1902	See SRT
	Replace protective cover	4091 5699	30 TU
	Scenario 4: Replace two protective cover (two shocks)		
	2 Suspension struts remove + reinstall	4085 2002	See SRT
Replace 2 protective covers	4091 5599	50 TU	
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2044060/5		



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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

If the front shock protective cover cannot be properly reinstalled due to permanent damage or deformation it must be replaced. Claims with undamaged parts will be denied.

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
5Q0413175C	Protective covers (bellows)	01 or 02

Additional Information

All parts and service references provided in this TSB (2044060) are subject to change and/or removal.

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