



Technical Service Bulletin

43 Noises from the front axle with self-leveling suspension

43 21 43 2061905/1 January 12, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q8	2019 - 2020	All	Self-leveling suspension

Condition

Customer states:

- They hear noises from the front axle when driving on uneven roads (especially over speed bumps with settings in **allroad/off-road mode**).

Workshop findings:

- Make sure that the noises can be clearly assigned to the air spring struts on the front axle.
- The noises can be heard most clearly during spring movement.

Technical Background

Air spring struts with improved sound insulation.

Production Solution

Improved air spring struts have been fitted in production since 01/07/2019.

Service

1. First check the front air springs part number and afterwards proceed as described below:
 - Should the fitted air spring struts have index **AD**, replace the part with index **AR** for both air spring struts on the front axle.
 - Should the fitted air spring struts have index **AE**, replace the part with index **AS** for both air spring struts on the front axle.



Note:

Should neither of the two index variants (AD or AE) be fitted, then the content of this bulletin does not apply.
Replacing the two air spring struts is not effective.



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- Proceed with all necessary steps after Air Spring replacement according to Elsa Repair Manual, *Chassis >> Suspension, Wheels, Steering >> Front Suspension >> Suspension Strut, Removing and Installing.*

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 any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4331		
Damage Code:	0020		
Labor Operations:	Front Spring Dampers Replace	4331 5650	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol
	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 #2061905/1		

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	Air Spring – Index AR	02
See ETKA	Air Spring – Index AS	02



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Additional Information

All parts and service references provided in this TSB (2061905) are subject to change and/or removal.

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