Technical Service Bulletin

43 Locating noise on vehicles with the DRC system (Dynamic Ride Control)

43 21 50 2059564/2 June 29, 2021. Supersedes Technical Service Bulletin Group 43 number 20-38 dated June 4, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 4	2008 – 2022	All	Dynamic Ride Control
RS 5, RS 5 Cabriolet, and RS 5 Sportback	2019, 2021 – 2022	All	Dynamic Ride Control
RS 6	2011 – 2018, 2020 – 2022	All	Dynamic Ride Control
RS 6 Avant	2021 – 2022	All	Dynamic Ride Control
RS 7	2012 – 2018, 2020 – 2022	All	Dynamic Ride Control

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised header (Added Model Year) Revised *Additional Information* (Added reference)
1	06/04/2020	Initial publication

Note:

This service info only applies if the vehicle is equipped with the Dynamic Ride Control (DRC) system (PR Code 2MC).

Customer states:

- Noises when driving on uneven roads.

Workshop findings:

- Noise can be clearly assigned to the DRC system (adjustment options on the MMI can help to identify the noise intensity, switching from "dynamic" to "comfort" mode).

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Technical Background

The following components of the DRC system can influence the noise level:

- System pressure too low (see repair manual for nominal pressures).
- One of the four shock absorbers.
- One of the two central valves.

Tip: In the DRC system the shock absorbers are connected to one another diagonally (front left to rear right and front right to rear left).

Production Solution

Not applicable.

Service

If you can clearly assign the customer concern to the DRC system, proceed as follows:

1. Check the existing system pressure of the DRC system according to Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Tires >> 43 Self Levelling Suspension >> Dynamic Ride Control – DRC.*
2. Use one of the available noise search tools (e.g. Pico tool or Chassis Ear) in the area of the shock absorbers and decide at which of the shock absorbers the noise is the clearest.
3. Attach noise search sensors/terminals to the affected shock absorbers and the respective central valve and decide whether the noise is generated by the central valve or the shock absorber.
4. If a defective part is found, replace it per the Elsa Repair Manual.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner (4340 Only). • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	• 4293 • 4090 • 4340
Damage Code:	0010

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Labor Operations:	**Replacing the central valve (only):**		
	Central valve remove + reinstall with associated operations	4340 1900 **(RS5 & RS7 only)** 4340 1950 **(RS5 & RS7 only)** 4340 1901 **(RS5 only)** 4340 1902 **(RS7 only)** 4340 2002 (**RS7 only)**	See SRT with associated operations
	Or replacing the shock absorber (only)		
	Front shock absorber replace with associated operations	4090 5550 **(All)** **Or** 4090 5650 **(All)**	See SRT with associated operations
	Rear shock absorber replace with associated operations	4293 5550 **(All)** **Or** 4293 5650 **(All)**	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
	Setting up time for Pico noise analysis tool **Note:** Performed work must be clearly recorded.	4340 0199	50 TU
Claim Comment:	As per TSB #2059564/2		

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.

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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	Central valve	As needed
Order by VIN	Shock absorber	As needed

Tool Number	**Tool Description**
VAS611015	Noise Analysis Tool-Pico
JSPSM06600 (Wired) JSP60635 (Wireless)	Chassis Ear

Additional Information

More information on this system can be found in the following resources:

- Elsa: Chassis >> Suspension, Wheels, Tires >> 43 Self Levelling Suspension >> Dynamic Ride Control – DRC.

All part and service references provided in this TSB (2059564) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.