



Technical Service Bulletin

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

40 21 27 2058489/3 August 17, 2021. Supersedes Technical Service Bulletin Group 40 number 20-03 dated March 12, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2019	All	Not Applicable
A8, Q8	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, Audi e-tron Sportback	2020	000001 - 016781	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (Updated Labor Operations)
2	03/12/2020	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 footwell 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).

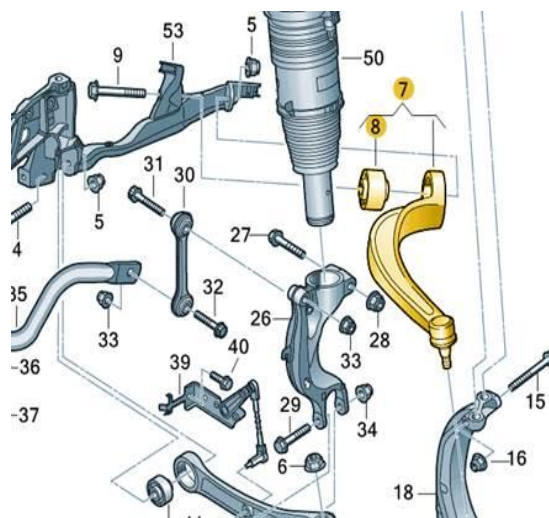


Figure 1. Hydro-bush.

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 subframe on the body and are noticeable in the footwell.

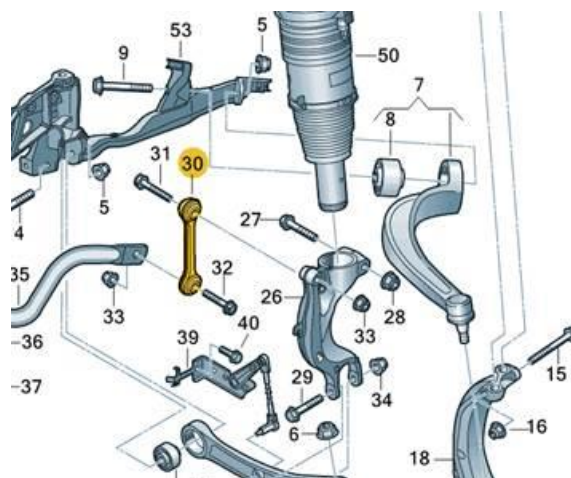


Figure 2. Coupling rod.

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 (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

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 months/50,000 miles.• G10 for CPO Covered vehicles – Verified Owner.• If the vehicle is outside any warranty, this Technical Bulletin is informational only.		
Service Number:	4012		
Damage Code:	0020		
	2 Lower guide links remove + reinstall	4016 2050	See SRT with associated operations
	Replace 2 guide link mounting	4012 5650	See SRT with associated operations
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 #2058489/3		

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)	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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