



Technical Service Bulletin

40 Creaking/squeaking noises from the front end on uneven roads

40 21 28 2043424/12 September 16, 2021. Supersedes Technical Service Bulletin Group 40 number 20-21 dated December 7, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3 sportback	2016 - 2018	All	Not Applicable
A3 e-tron	2015 - 2018	All	Not Applicable
A3, A3 Cabriolet, S3	2015 - 2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
12	-	Revised <i>Warranty</i> (Corrected Labor Operations)
11	12/07/2020	Revised <i>Warranty</i> (Corrected Labor Operations)
10	11/24/2020	Revised header (Added Model Years) Revised <i>Warranty</i> (Updated Labor Operations)

Customer states:

- Creaking/squeaking noises are heard from the left front or right front area of the vehicle when it is driven on uneven roads.

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Technical Background



Note:

Try to duplicate this condition exactly. If you cannot, do not perform this TSB.

Overview of the lower control arm and bushing (Figure 1).

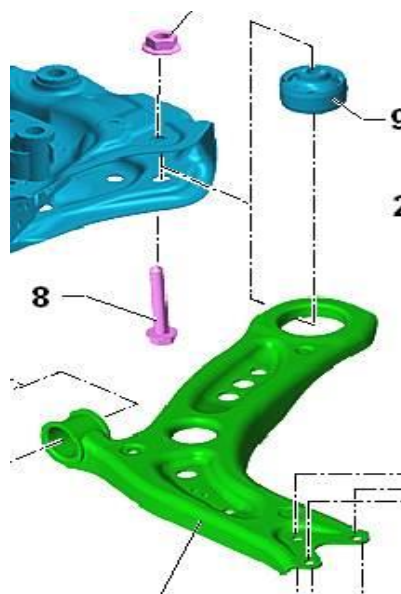


Figure 1. Lower control arm and bushing.

The rear bonded rubber bushings of the front lower control arms have a kidney-shaped slits (Figure 2). When the vehicle is driven on uneven roads, areas A and B (Figure 2) may come in contact, creating the creaking/squeaking noise.

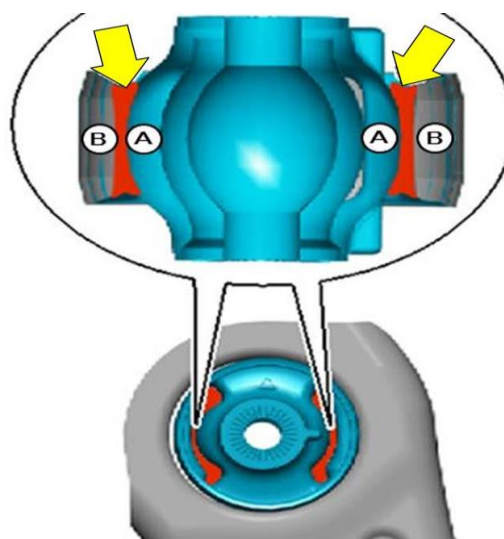


Figure 2. Kidney-shaped slits (yellow arrows) of the rear bonded rubber bushings.



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Production Solution

Not applicable.

Service

1. Remove both front lower control arms. Follow instructions in Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Steering >> Front Suspension >> Lower Control Arm and Ball Joint >> Lower Control Arm, Removing and Installing.*
2. Evenly grease the kidney-shaped slits of the bonded rubber bushing (Figure 3, the area shown red) from above with 0.1g of lithium grease (part number G 052 150 A2). Use a paint brush to apply the grease.



Note:

The lithium grease must only be applied to the areas shown in red (Figure 3).



Figure 3. Lithium grease is applied on the red highlighted area only.

3. Reinstall all components according to Elsa.

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 vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	4020
Damage Code:	0020



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Labor Operations:	All Models:		
	Front wheel track adjusted	4488 1550	See SRT with associated operations
	Front wheel camber adjusted	4489 1550	See SRT with associated operations
	Noise dampening pan removed + reinstalled (Except A3 Cabriolet)	1082 1900	See SRT with associated operations
	Lowering subframe (Only engine code CNSB with transmission QYZ)	4007 9999	100 TU
	Rear wheel track adjusted	4493 1550	See SRT with associated operations
	Rear wheel camber adjusted	4494 1550	See SRT with associated operations
	Vehicle front + rear measured	4495 0350	See SRT with associated operations
	A3 Sedan:		
	Both lower control arms remove + reinstall	4017 2001	See SRT with associated operations
	Grease the bonded rubber bushings	4017 4199	10 TU
	A3 Cabriolet:		
	Both lower control arms remove + reinstall	4017 2000	See SRT with associated operations
	Grease the bonded rubber bushings	4020 4199	10 TU
	A3 e-tron, A3 e-tron sportback:		



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	Both lower control arms remove + reinstall	4017 2002	See SRT with associated operations
	Disable HV system voltage	9310 0050	See SRT with associated operations
	Grease the bonded rubber bushings	4020 4199	10 TU
Diagnostic Time:	GFF (if applicable)	0150 0000	Time as stated on diagnostic protocol (Max 50 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 #2043424/12		

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

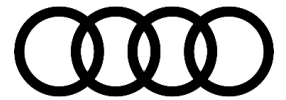
Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
G 052150A2	Lithium grease	0.1
See ETKA	One-time use hardware according to Elsa	As needed
See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

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

- Elsa: Chassis >> Suspension, Wheels, Steering >> Front Suspension >> Lower Control Arm and Ball Joint >> Lower Control Arm, Removing and Installing.

All parts and service references provided in this TSB (2043424) are subject to change and/or removal.



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