



# Technical Service Bulletin

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## 43 Rear suspension lowering does not work

43 22 67 2059841/3 August 3, 2022. Supersedes Technical Service Bulletin Group 43 number 22-64 dated July 8, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 – 2023	All	Not Applicable
Q8	2019 – 2023		
SQ7, SQ8, and RS Q8	2020 - 2023		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Reposting to correct display error
2	07/08/2022	Revised <i>header</i> (Add Model Years)
1	06/17/2020	Initial publication

### Customer states:

- The rear suspension lowering is intermittently not available.

### Workshop findings:

At least one of the two DTCs is logged in the suspension control module, J775 (address word 0074):

- **DTC C11B515** (Button for high load level, interruption/short circuit to positive).



# Technical Service Bulletin

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- **DTC C11B615** (Button for low load level, interruption/short circuit to positive).

## Technical Background

If the button for the rear suspension lowering is unintentionally operated when driving (for example by objects moving in the trunk area), the rear suspension lowering is sporadically not available (Figure 1).



*Figure 1. Location of the controls for lowering the rear suspension.*

## Production Solution

Not applicable.

## Service

1. Explain the functionality of the system to the customer, including the possibility of unintentionally operated when driving.
2. Clear the DTCs and release the vehicle.



**Note:**



# Technical Service Bulletin

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Do not replace the J775 or the button for the rear suspension lowering or any other component in the vehicle.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	4316		
<b>Damage Code:</b>	0040		
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2059841/3		

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.

## Additional Information



# Technical Service Bulletin

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All part and service references provided in this TSB (**2059841**) 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.

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