



Technical Service Bulletin

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

40 22 48 2043424/13 October 12, 2022. Supersedes Technical Service Bulletin Group 40 number 21-28 dated September 16, 2021, for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---------------------|----------------------------|-----------|----------------------------|
| A3, and S3 | 2015 – 2020 2022 – 2023 | All | Not Applicable |
| A3 e-tron Sportback | 2015 – 2018 | | |
| RS 3 | 2017 – 2020 2022 – 2023 | | |
| Q3 | 2019 – 2023 | | |

Condition

| REVISION HISTORY | | |
|------------------|------------|---|
| Revision | Date | Purpose |
| 13 | - | Revised header (Added Models and Model Years) Revised <i>Warranty</i> (Added Labor Operations) |
| 12 | 09/16/2021 | Revised <i>Warranty</i> (Corrected Labor Operations) |
| 11 | 12/07/2020 | Revised <i>Warranty</i> (Corrected Labor Operations) |



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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.

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).

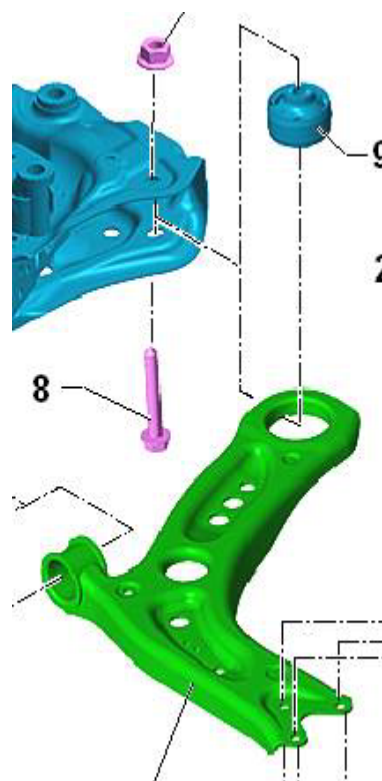


Figure 1. Lower control arm and bushing.



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

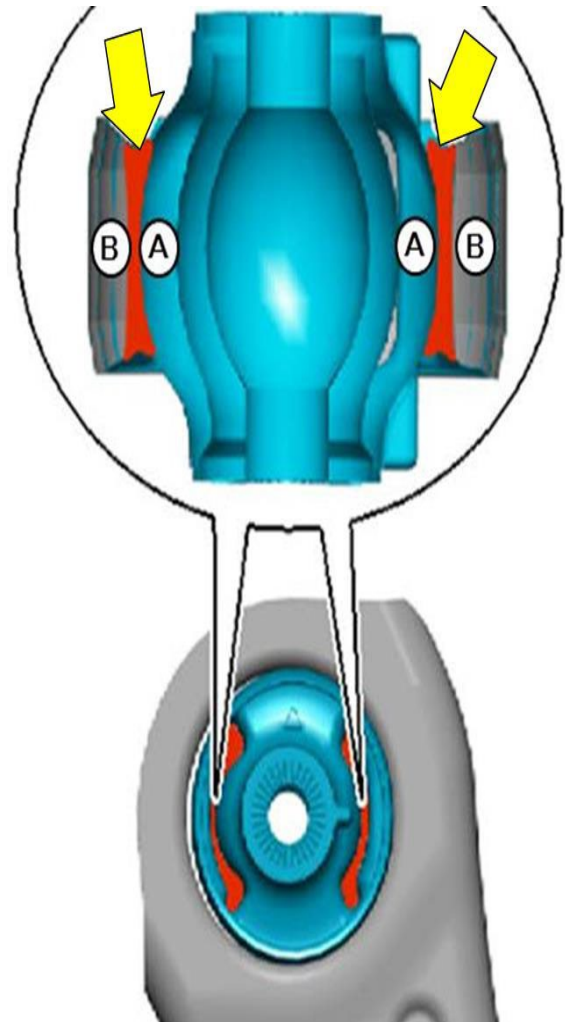


Figure 2. Kidney-shaped slits (yellow arrows) of the rear bonded rubber bushings.

Production Solution



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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 paintbrush 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



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| | | | |
|-------------------|---|-----------|------------------------------------|
| 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 | | |
| 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 1999 | 100 TU |
| | Rear wheel track adjusted | 4493 1550 | See SRT with associated operations |
| | Rear wheel camber adjusted | 4494 1550 | See SRT with associated operations |



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| | Vehicle front + rear measured | 4495 0350 | See SRT with associated operations |
| A3 Sedan/Q3 | | | |
| | Both lower control arms remove + reinstall (A3) | 4017 2001 | See SRT with associated operations |
| | Both lower control arms remove + reinstall (Q3) | 4017 2000 | 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: | | | |
| | Both lower control arms remove + reinstall | 4017 2002 | See SRT with associated operations |
| | Disable HV system voltage | 9310 0050 | See SRT with associated operations |



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| | 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 2043424/13 | | |

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 |



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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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