



## 42 Noises from shock absorbers/shock absorber mountings on the rear axle

42 23 51 2064019/3 March 27, 2023. Supersedes Technical Service Bulletin Group 42 number 22-49 dated June 9, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 2021 – 2024	All	Not Applicable
e-tron Sportback quattro	2020 - 2024		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>header</i> (Added Model Year)
2	06/09/2022	Revised <i>header</i> (Added Model Year)
1	07/15/2021	Initial publication

### Customer states:

- There are rumbling/rattling noises from the rear axle area when driving over irregularities in the road.

### Workshop findings:

- The concern can be reproduced between 5 and 30 mph at outside temperatures below 32 °F.
- The noises come from the area of the rear shock absorbers/from the shock absorber mountings.

## Technical Background

At temperatures below 32° F, frozen water/dirt above the shock absorber mountings cause restrictions to the operation of the shock absorber mounting.



### Note:

- The concern described depends on the temperature, as it is caused by ice or frozen dirt above the shock absorber mounting.

A simple check to verify the customer's concern can be done by carefully heating up the shock absorber mounting and reevaluating the vehicle.



## Production Solution

Not Applicable

## Service

1. Remove both rear shock absorbers according to Elsa at Repair Manual, *Chassis >> Suspension, Steering, Wheels >> 42 Rear Suspension >> Suspension Strut, Shock Absorber, Spring.*
2. Replace the shock absorber mountings on both sides (Figure 1, picture 1 with item 6).



**Figure 1.** Example of Butyl sealing cord application and component location.

3. Install the new mountings, use approx. 10 in of butyl sealing cord on each side of the vehicle to make a seal between the protective cap (Figure 1, picture 1 with item 4) and shock absorber mounting (Figure 1, picture 1 with item 6) (Figure 1, picture 2 and 3).
4. Before working with the butyl sealing cord, make sure that the sealing surfaces of the new shock absorber mounting and the corresponding shock-absorber protective cap are clean and dry. The shock absorber cap (item 4) can be re-used.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>
<b>Service Number:</b>	4295
<b>Damage Code:</b>	0020



<b>Labor Operations:</b>	Replace 2 shock absorber mountings	4295 5650	See SRT with associated operations
	Seal 2 shock absorber mountings	4295 5299	30 TU
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB 2064019/3		

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	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Shock absorber mounting	02
AKD49701004R10	Butyl Sealing Cord	0.1

## Additional Information

All parts and service references provided in this TSB (**2064019**) are subject to change and/or removal.

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