

# Technical Service Bulletin



## 43 DRC Dynamic Ride Control - Shock absorber driving characteristics

43 23 70 2070154/1 May 4, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 5, RS 5 Sportback	2019 2021 - 2023	All	Not Applicable

## Condition

### Customer states:

The customer complains about the vehicle's driving characteristics (suspension too soft or too hard).

### Workshop findings:

When checking the front shock absorbers, it is discovered that a shock absorber **without part number** index is installed on one or both sides of the vehicle.

## Technical Background

In ETKA, the part numbers 8W0.412.019 / 020 (without index) were shown for the Audi RS5 over a specific period of time.

For the RS5, the correct front shock absorbers should have a part number index (Example: 8W0.412.019.B / 020.B).

## Production Solution

From December 2022 onwards.

## Service

1. Please check the part numbers of the front shock absorbers.
2. If one of the two shock absorbers **does not have a part number index**, replace both front shock absorbers according to the repair manual.

## Warranty

Claim Type	<ul style="list-style-type: none"><li>• 110 Up to 48 Months/50,000 Miles.</li></ul>
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	<ul style="list-style-type: none"> <li>• G10 for CPO 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>	4090		
<b>Damage Code:</b>	0012		
<b>Labor Operations:</b>	Replace 2 front shock absorbers	4331 565X	See SRT
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 80 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 2070154/1		

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	Front shock absorber	02

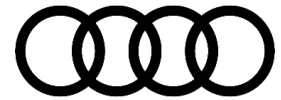
## Additional Information

All parts and service references provided in this TSB (**2070154**) are subject to change and/or removal.

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