

Technical Service Bulletin



40 Front shock absorber cap, cracking noises/spring jumps when steering or when maneuvering

40 23 57 2047758/9 May 24, 2023. Supersedes Technical Service Bulletin Group 40 number 22-46 dated July 29, 2022, for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|--------------------------|----------------------------|-----------|----------------------------|
| A3, and S3 | 2015 – 2020 2022 – 2023 | All | Not Applicable |
| A3 Cabriolet | 2015 – 2019 | | |
| TT, TTS, and TT Roadster | 2016 - 2023 | | |
| A3 e-tron Sportback | 2016 – 2018 | | |
| RS 3 | 2017 – 2020 2022 – 2023 | | |
| TT RS | 2018 – 2022 | | |
| Q3 | 2019 – 2023 | | |

Condition

| REVISION HISTORY | | |
|------------------|------------|---|
| Revision | Date | Purpose |
| 9 | - | Revised <i>Required Parts and Tools</i> (Added Part Number) |
| 8 | 07/09/2022 | Revised header (Added Models and Model Years) |
| 7 | 12/14/2021 | Revised title Revised header (Added Model Years) |

Customer states:

- Cracking noises/spring jumps when steering or when maneuvering.
- The noise can be reproduced when at least two people are in the vehicle and the steering wheel is turned just before the right/left stop.

Technical Background



The buffer stop for the shock absorber (Figure 1, 1) can cause noises if it touches the front shock absorber cap (Figure 1, 2).

Production Solution

Not Applicable

Service

Lightly lubricate the contact surface (red dotted line) between buffer stop for shock absorber (Figure 1, 1) and front shock absorber cap (Figure 1, 2) with 5 grams grease G 000 405 A2 per side.

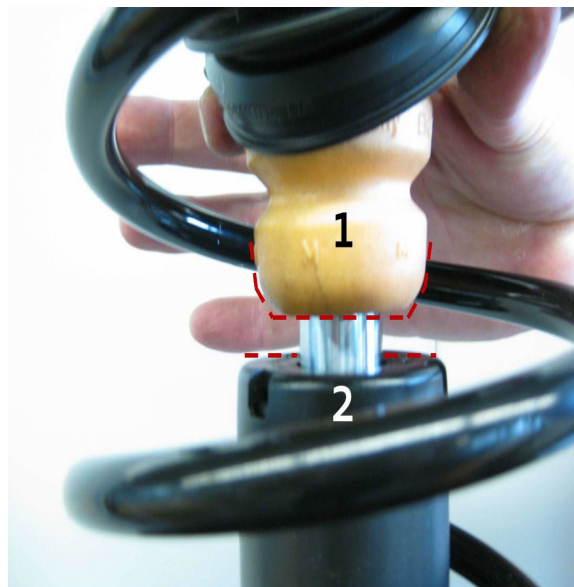


Figure 1. Shock absorber and buffer stop.



Tip: Check the protective sleeve of the front shock absorber for correct fit, they should turn easily in the axial deep-groove ball bearing/sleeve bearing.

Warranty

| | |
|------------------------|--|
| Claim Type: | <ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. |
| Service Number: | 4098 |
| Damage Code: | 0020 |

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| | | | |
|--------------------------|--------------------------------------|--------------|-------|
| Labor Operations: | Lubricate both front rubber stops | 4098 5099 | 30 TU |
| Diagnostic Time: | GFF | No allowance | 0 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 2047758/9 | | |

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 000405A2 G 000450S0 (This number should be used in the SAGA warranty claim only) | Grease | 1 |
| See ETKA | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |

Additional Information

All parts and service references provided in this TSB (**2047758**) are subject to change and/or removal.

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