



Technical Service Bulletin

40 Creaking noises from front of the vehicle when driving - Q7, Q8, A8, e-tron

40 24 74 2058489/8 February 15, 2024. Supersedes Technical Service Bulletin Group 40 number 24-70 dated January 12, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2019 – 2020	All	Not Applicable
A8 e quattro, and S8	2020		
A8, A8 e quattro, and S8	2021	000001 – 028090	
e-tron quattro	2019 2021	All	
e-tron Sportback quattro	2020 – 2021		
e-tron quattro, e-tron Sportback quattro, and e-tron S	2022	000001 - 010196	
Q7	2017 – 2021	All	
SQ7	2020 - 2021		
Q7, and SQ7	2022	000001 – 004992	
Q8	2019 – 2021	All	
SQ8, and RS Q8	2020 – 2021		
Q8, SQ8, and RS Q8	2022	000001 – 004799	

Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised <i>Warranty</i> (Updated LO)
7	01/12/2024	Revised header (Model Years)
6	07/12/2022	Revised header (Updated Models, Model Years and VIN Break)

Customer states:



Technical Service Bulletin

- Squeaking, creaking, or similar noises can be heard from the front end when driving on uneven roads. The noises can possibly be heard and felt in the footwell or behind the dash panel.

Workshop findings:

- The noises can be reproduced.

Technical Background

The noises can be generated on the lower-left guide in the area of the hydro-bushing. (Figure 1, Positions 7 and 8).

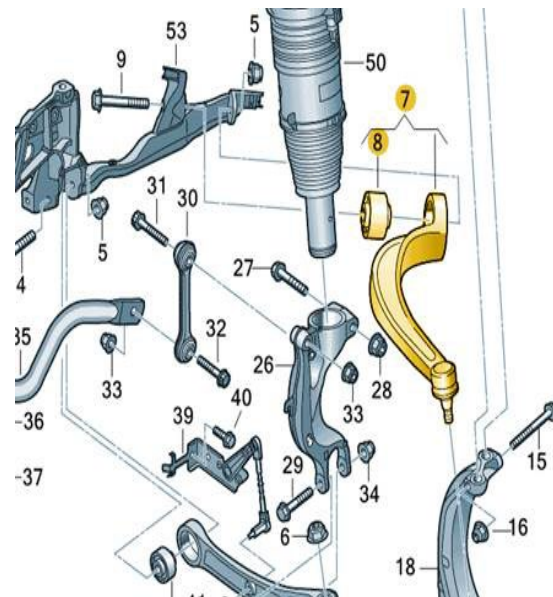


Figure 1. Hydro-bush.

Parts such as the coupling rod (Figure 2, Position 30) are usually replaced by mistake, presenting no problems.

The noises from the guide link can be transmitted into the vehicle interior by the connection of the subframe on the body and are noticeable in the footwell.

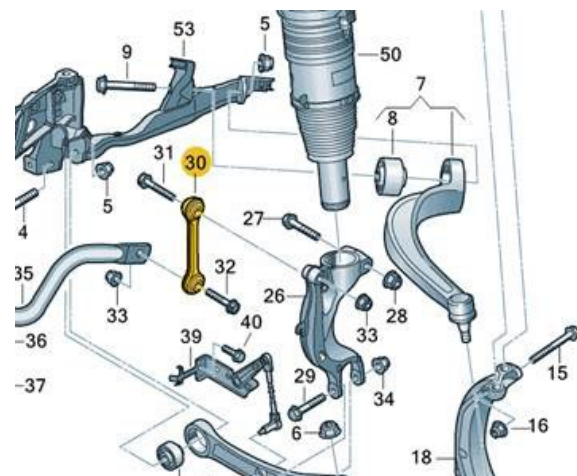
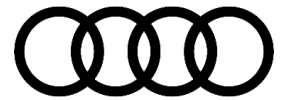


Figure 2. Coupling rod.

Production Solution



Technical Service Bulletin

Not applicable.

Service

1. Replace the hydro-bushing on the guide link in pairs (Figure 1, Position 8) according to the instructions in the ELSA Repair Manual at *Chassis >> Suspension >> Wheels, Steering >> 40 Front Axles >> Lower Control Arm and Ball Joint >> Guide link bonder rubber bushing, Removing and Installing.*
2. If repeat repairs are necessary and the hydro-bushing has already been replaced (pressed out/in), the complete guide link must be replaced (Figure 1, Position 7). Refer to the instructions in the ELSA Repair Manual at *Chassis >> Suspension >> Wheels, Steering >> 40 Front Axles >> Lower Control Arm and Ball Joint >> Guide link, Removing and Installing.*



Please precisely locate the source of the noise with acoustic testers.

Check the repair history for repeat repairs.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 months/50,000 miles. • G10 for CPO Covered vehicles – Verified Owner. • If the vehicle is outside any warranty, this Technical Bulletin is informational only. 		
Service Number:	4012		
Damage Code:	0020		
	2 Lower guide links remove + reinstall	4016 2050 (A8, Q7, and Q8)	See SRT with associated operations
		4016 2000 (e-tron)	See SRT with associated operations
	Replace 2 guide link mounting	4012 5650	See SRT with associated operations
	Set-up noise analysis tool (PICO)	0161 0000 (A8 only)	See SRT with associated operations



Technical Service Bulletin

		0161 0050 (Other than A8)	See SRT with associated operations
	Determine source of noise with acoustic tester (PICO)	4012 0199	70 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2058489/8		

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
4M0407183B	Hydro-Bushing	02
See ETKA	Guide Link (only if Hydro-Bushing has been replaced previously)	02
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 (**2058489**) are subject to change and/or removal.

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