



# Technical Service Bulletin

## 40 Rumbling noises from the suspension - upper link rubber mounting

40 24 81 2060855/2 September 10, 2024. Supersedes Technical Service Bulletin Group 40 number 20-14 dated October 7, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and A4 allroad	2017 – 2025	All	Not Applicable
S4, A5 Sportback, S5 Sportback, Q5, and SQ5	2018 – 2025		
A5, A5 Cabriolet, S5, and S5 Cabriolet	2018 – 2024		
RS 5	2018 – 2019 2021 – 2024		
RS 5 Sportback	2019 2021 – 2025		
Q5 e quattro	2020 – 2025		
Q5 Sportback, and SQ5 Sportback	2021 – 2025		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Model and Model Years) Revised Warranty (Updated LO)
1	10/07/2020	Initial publication

### Customer states:

- Rumbling noises from the suspension.
- Damage on the rubber mounting of the upper link can be identified (Figure 1).



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*Figure 1. Damage to the rubber mounting.*

## Technical Background 1

This complaint can be caused by frequent maneuvering.

## Production Solution

Not applicable.



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## Service

Replace the damaged rubber mounting of the upper rear link (Figure 2) on both sides of the vehicle according to the Elsa repair manual: *Chassis >> Suspension, Wheels, Steering >> 40 Front Suspension >> Suspension Strut and Upper Control Arm >> Upper Control Arm Bearing Replacing.*

**NOTICE**

Part description in ELSA: Upper control arm bearing. (also known as rubber bush)  
 Part description in ETKA: Bonded rubber mounting (also known as rubber bush)

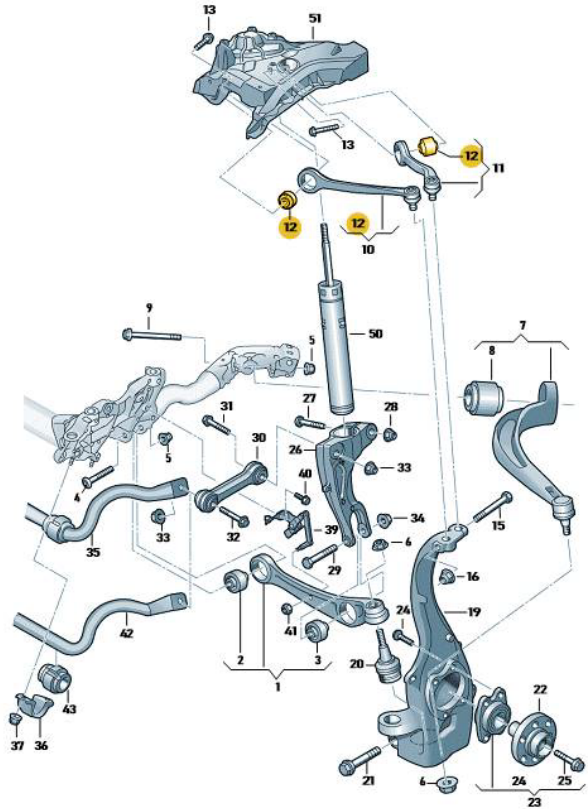


Figure 2. Rubber mounting.

**NOTICE**

You must NOT replace the entire link. If this instruction is ignored, the costs will be charged back.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>
<b>Service Number:</b>	4012
<b>Damage Code:</b>	0015



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<b>Labor Operations:</b>	Replace 2 bushes for Upper Guide	4012 5651	See SRT with associated operations
	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
<b>Claim Comment:</b>	As per TSB 2060855/2		

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
4N0407515	Bonded Rubber Mounting	As required

## Additional Information

More information on this system can be found in the following resources:

- Elsa: *Chassis >> Suspension, Wheels, Steering >> 40 Front Suspension >> Suspension Strut and Upper Control Arm >> Upper Control Arm Bearing Replacing.*

All parts and service references provided in this TSB (2060855) are subject to change and/or removal.

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