



Technical Service Bulletin

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

42 24 57 2064019/4 September 6, 2024. Supersedes Technical Service Bulletin Group 42 number 23-51 dated March 27, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron	2019 2021 – 2023	All	Not Applicable
e-tron Sportback	2020 – 2023		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024 – 2025		

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Added Model Year) Revised <i>Condition</i> (Updated Information) Revised <i>Warranty</i> (Updated LO) Revised <i>Service</i> (Added Note)
3	03/27/2023	Revised <i>header</i> (Added Model Year)
2	06/09/2022	Revised <i>header</i> (Added Model Year)

Customer states:

- Rumbling/rattling noises from the rear axle area when driving over irregularities in the road surface. The complaint can be reproduced between 5 and 20 mph at outside temperatures below 32 °F.

Workshop findings:

- The noises come from the area of the rear shock absorbers/from the shock absorber mountings. Please bear in mind that the complaint described depends on the temperature, as it is caused by ice or frozen dirt above the shock absorber mounting. You can check whether the customer complaint is due to the described cause by carefully heating up the shock absorber mounting.

Technical Background 1

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



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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.

NOTICE

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. Carry out the repair described below only if all the specified criteria (model/type, vehicle identification number, PR numbers) apply exactly. Otherwise, this solution will not eliminate the problem, and repeat repairs may be necessary. In such a case, we may reject the warranty claim and debit the parts.

Warranty

Claim Type:	<ul style="list-style-type: none">• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
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Service Number:	4295		
Damage Code:	0020		
Labor Operations:	Replace 2 shock absorber mountings	4295 5650	See SRT with associated operations
	Seal 2 shock absorber mountings	4295 5299	30 TU
	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 2064019/4		

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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