



Technical Service Bulletin

40 Visual complaint - grease emerging from swivel joint

40 25 91 2068702/4 January 15, 2025. Supersedes Technical Service Bulletin Group 40 number 24-71 dated January 12, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron GT, and RS e-tron GT	2022 - 2025	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Updated Model Years) Revised <i>Warranty</i> (Removed Claim Types)
3	01/12/2024	Revised <i>header</i> (Updated Model Year)
2	06/28/2023	Revised <i>header</i> (Added Model Year)

Customer states:

This is a visual complaint that the customer will not normally see. A lifting platform is required.

Workshop findings:

When inspecting the underbody of the vehicle, you notice grease emerging from the sleeve of the swivel joint on the lower suspension link on the left and/or right side (Figure 1).



Figure 1: Grease emerging from swivel joint.



Technical Service Bulletin

Technical Background 1

When the individual suspension components (wheel bearing housing, suspension link, etc.) are assembled, grease may emerge from the sleeve when the components are bent/moved. **The sleeve only forms a seal once the wheel bearing housing has been bolted on.**

The grease becomes liquid due to heat that is giving off, making it appear as though the sleeve is leaking.

Production Solution

Not applicable

Service

- **Do not replace any components.**
- Clean the affected area and check the sleeve for damage. It is not necessary to reapply grease to the sleeve.

NOTICE

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TPI. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code etc.) 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.

When billing, please always attach photos/videos that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the image/video must:

- Include the VIN and date.
- Must not be edited.
- Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or face, license plates, or customer data.

Warranty

Claim Type	<ul style="list-style-type: none"> • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	4036
Damage Code:	0010



Technical Service Bulletin

Labor Operations:	Clean and check 1 suspension link	4017 2999	20 TU
	Clean and check 2 suspension links	4017 3099	30 TU
	GFF	No allowance	0 TU
Claim Comment:	As per TSB 2068702/4		

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.

Additional Information

All part and service references provided in this TSB (**2068702**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

©2025 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.