



Technical Service Bulletin

40 Rumbling/knocking noises from front suspension - bolted connection of strut brace

40 25 94 2059996/5 January 16, 2025. Supersedes Technical Service Bulletin Group 40 number 24-85 dated November 15, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 – 2025	All	Not Applicable
Q5, and SQ5	2018 – 2025		
Q8	2019 – 2025		
Q5 e quattro, SQ7, SQ8, and RS Q8	2020 – 2025		
Q5 Sportback, and SQ5 Sportback	2021 – 2025		

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Added Model Year) Revised <i>Service</i> (Updated Information)
4	11/15/2024	Revised <i>Warranty</i> (removed claim types)
3	06/29/2023	Revised header (Added Model Year)

Customer states:

- The customer complains about rumbling or knocking noises from the front of the vehicle when driving on uneven surfaces.

Workshop findings:

- The noise can be reproduced by the workshop.

Technical Background 1

The noise can be caused by tension in the vehicle body.



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Production Solution

Not applicable.

Service

For noise analysis, we suggest checking the bolted connection for the two strut braces. If necessary, tighten the bolt to the correct torque according to the Workshop Manual and reassess the complaint. (Figure 1)



Figure 1. Example of tower brace for an Audi Q7.

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB.

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 and charge back the cost of the parts.

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

This TSB is informational only and not applicable to any Audi Warranty.



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Additional Information

All part and service references provided in this TSB (**2059996**) 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.

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