



Technical Service Bulletin

40 Noises from front end of vehicle when steering and/or when suspension compresses

40 25 95 2075251/2 January 27, 2025. Supersedes Technical Service Bulletin Group 40 number 24-83 dated September 17, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2025	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated Labor Operation)
1	09/17/2024	Initial publication

Customer states:

- Noises from the front end of the vehicle when steering.

and/or

- Noises from the front end of the vehicle when the suspension compresses.

Workshop findings:

- One or both customer statements can be reproduced. The noises (creaking) can be clearly assigned to the suspension strut/the suspension strut mounting.

NOTICE

To ensure the noise/complaint can be clearly assigned, please refer to the attached audio/video file.

Technical Background 1

Under unfavorable conditions (overlapping of component tolerances), contact may occur between the positioning lug on the suspension strut mounting and the deep groove ball thrust bearing. This can cause a noise during steering and/or when driving over bumps (when the suspension compresses).

Production Solution

Not applicable.



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Service

1. Remove suspension strut mounting and deep groove ball thrust bearing on left side.
2. Shorten positioning lug on suspension strut mounting on left side.

NOTICE

The measure is described for the left side as an example. If the complaint occurs, both sides (left and right) must always be repaired!

Regarding 1: Remove suspension strut mounting and deep groove ball thrust bearing on left side.

- Remove suspension strut as described in the Workshop Manual.
- Remove suspension strut mounting and deep groove ball thrust bearing as described in the Workshop Manual.

Regarding 2: Shorten positioning lug on suspension strut mounting on left side.

- File down/shorten positioning lug on suspension strut mounting (see Figure 1, red arrow) by approx. 3 mm using suitable workshop tools (e.g. a metal file).



Figure 1. Positioning lug on suspension strut mounting.

- Reassemble suspension strut mounting and deep groove ball thrust bearing and check that there is sufficient clearance (see Figure 2):
- If there is sufficient clearance, continue with the next step.



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- If there is insufficient clearance, file down/shorten positioning lug on suspension strut mounting further as required. Then continue with the next step.



Figure 2. Example: sufficient clearance between suspension strut mounting and deep groove ball thrust bearing.

- Reassemble suspension strut as described in the Workshop Manual.
- Reinstall suspension strut as described in the Workshop Manual.
- Repeat measure/work steps on the right side.

Warranty

Claim Type:	<ul style="list-style-type: none"> • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4088		
Damage Code:	0213		
Labor Operations:	Remove and install 2 deep groove ball thrust bearings	4093 2050	See SRT with associated operations
	Modify 2 suspension strut mountings	4088 5099	10 TU
Claim Comment:	As per TSB 2075251/2		

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.

NOTICE

The labor times correspond to the specified times in the repair operations list at the time of the publication of this TSB. There may be differences if the repair operations list has been updated in the



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meantime. If this is the case, the current time specifications in the repair operations list apply. Times to be entered manually (... 99) are exempt from this.

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

Additional Information

All part and service references provided in this TSB (**2075251**) 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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