

## Technical Service Bulletin

<b>Topic</b>	40 Shock absorber leaks: assessment aid
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2018194/12
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Mar 12, 2025

### New customer code

Object of complaint	Complaint type	Position
chassis -> wheel suspension, suspension, damping	appearance, surface	
chassis -> level control system, pitch and roll compensation	leaks	
chassis -> level control system, pitch and roll compensation	noises, vibrations	
chassis -> wheel suspension, suspension, damping	component, automotive fluids	
chassis -> level control system, pitch and roll compensation	appearance, surface	
entire vehicle -> vehicle areas -> vehicle rear	noises, vibrations -> noise	
entire vehicle -> vehicle areas -> vehicle rear	leaks -> oil leaking	

### New workshop code

Object of complaint	Complaint type	Position
chassis -> wheel suspension, suspension, damping -> shock absorber	contamination -> contaminated with oil	> no instruction <

## Vehicle data

### All models

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2016	A		*	*	*
*	2017	A		*	*	*
*	2018	A		*	*	*
*	2019	A		*	*	*
*	2020	A		*	*	*
*	2021	A		*	*	*
*	2022	A		*	*	*
*	2023	A		*	*	*
*	2024	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2025	A		*	*	*
*	2026	A		*	*	*

## Documents

Document name
<a href="#">master.xml</a>
<a href="#">vehicle_data.doc</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
12	-	Revised header data (Added model year)
11	01/15/2025	Revised header data (Added model years) Revised <i>Service</i> (Updated Information)
10	03/15/2022	Revised header data (Added model year)

### Customer states:

- One or more shock absorbers have an oily deposit.

### Workshop findings:

- This information is intended to help you assess whether the shock absorbers in question are leaking.

## Technical Background

Not applicable.

## Production Solution

Not applicable.

## Service

### Leaking shock absorbers

A leaking shock absorber is characterized by a wet film of oil running down the tube (Figure 1 and Figure 2).



**Figure 1.** A leaking shock absorber.



**Figure 2.** A leaking shock absorber.

### Shock absorbers with oil marks

A light film of dried oil or oil marks on the tube beneath the dust guard is **not a clear indicator** of a leaking shock. They are the result of residue left over from installation or are caused by sweating of the shock absorber near the seal. This small amount of oil is for lubrication, and it reduces wear on the seal (Figure 3 and Figure 4).

This does not negatively affect the technical properties of the shock absorber. **Replacing the part is not necessary.**



**Figure 3.** A shock absorber that is not leaking.



**Figure 4.** A shock absorber that is not leaking.



**Tip:** For additional information, see “Checking Shock absorbers” in the Elsa Repair Manual.

**All shock absorbers replaced under warranty must be documented with a picture (upload it to DOC-IT with VIN number) before removal. If parts are replaced without a good reason, they will be charged back.**

## Warranty

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

## Additional Information

All parts and service references provided in this TSB (**2018194**) 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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