

Technical Service Bulletin

| | |
|------------------------|--|
| Topic | 42 Noises from the rear of vehicle - securing bump stops |
| Market area | United States 444 Volkswagen of America, Inc. (6444) |
| Brand | Audi |
| Transaction No. | 2038689/9 |
| Level | EH |
| Status | Released for publishing |
| Release date | Mar 4, 2025 |

New customer code

| Object of complaint | Complaint type | Position |
|---|-----------------------------|----------|
| entire vehicle -> vehicle areas -> vehicle rear | noises, vibrations -> noise | |
| chassis -> damping\suspension regulation | noises, vibrations | |

New workshop code

| Object of complaint | Complaint type | Position |
|--|-----------------------------|-----------------------|
| chassis -> wheel suspension, suspension, damping -> shock absorber | noises, vibrations -> noise | > no instruction < |

Vehicle data

All models

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| * | 2020 | A | | * | * | * |
| * | 2021 | A | | * | * | * |
| * | 2022 | A | | * | * | * |
| * | 2023 | A | | * | * | * |
| * | 2024 | A | | * | * | * |
| * | 2025 | A | | * | * | * |

Documents

| Document name |
|----------------------------|
| master.xml |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 9 | - | Revised Service (Updated procedure) Revised Condition (Updated Information) |
| 8 | 12/12/2023 | Revised Service (Updated procedure) |
| 7 | 08/04/2023 | Revised header (Added Model Years) |

Customer states:

- The customer complains about rumbling or squeaking noises from the rear end of the vehicle.
- The bump stops of the shock absorbers are identified as the source of the noises, because they are not seated correctly in the shock absorber mounting or have fallen out.



Technical Background

With the redevelopment of the suspension, the hardness of the bump stops has increased, making it more difficult to press them into the mountings.

If the additional spring is not correctly pushed back into the shock absorber mounting during the pre-delivery inspection, it may drop onto the shock absorber tube and result in noises.

Production Solution

Not applicable.

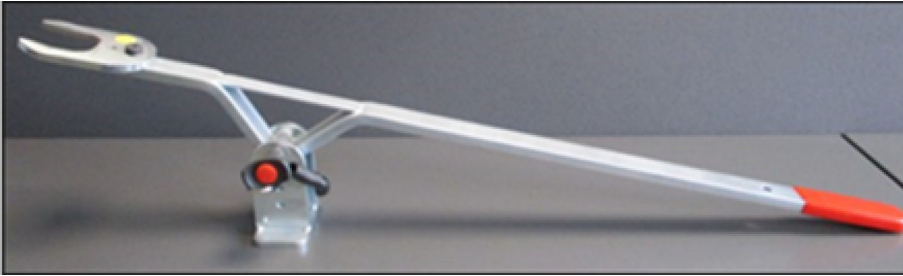
Service

Secure the bump stops correctly. Assembly lever T40401 (SET 900) can be used to do this (see illustration below). A tire assembly paste can be used as an aid. The bump stops must be pressed all the way in.

If the bump stops were deformed, try to reshape them correctly by warming them up slightly.

NOTICE

Please ensure that the bump stops are completely secured manually during the pre-delivery inspection.



Warranty

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

Additional Information

All parts and service references provided in this TSB (**2038689**) 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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