

## Technical Service Bulletin

|                        |   |
|------------------------|---|
| <b>Topic</b>           | 40 Noises from front end of vehicle when steering and/or when suspension compresses |
| <b>Market area</b>     | United States 444 Volkswagen of America, Inc. (6444)                                |
| <b>Brand</b>           | Audi  |
| <b>Transaction No.</b> | 2075251/3   |
| <b>Level</b>           | EH  |
| <b>Status</b>          | Released for publishing   |
| <b>Release date</b>    | Sep 29, 2025  |

### New customer code

| Object of complaint  | Complaint type              | Position              |
|--|-----------------------------|-----------------------|
| chassis -> damping\suspension regulation -> deflecting             | noises, vibrations -> noise | > no instruction<br>< |
| entire vehicle -> assemblies -> vehicle                            | noises, vibrations -> noise |                       |
| chassis -> wheel suspension, suspension, damping -> shock absorber | noises, vibrations -> noise |                       |
| entire vehicle -> vehicle areas -> vehicle front                   | noises, vibrations -> noise | right                 |
| chassis -> steering, steering assist -> steer                      | noises, vibrations -> noise |                       |
| entire vehicle -> vehicle areas -> vehicle front                   | noises, vibrations -> noise | left                  |

### New workshop code

| Object of complaint  | Complaint type              | Position    |
|--|-----------------------------|-------------|
| chassis -> wheel suspension, suspension, damping -> suspension strut bearing | noises, vibrations -> noise | right front |
| chassis -> wheel suspension, suspension, damping -> suspension strut bearing | noises, vibrations -> noise | left front  |

## Vehicle data

### Q4 e-tron

#### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| F4*  | 2022 | A     |             | *           | *            | *                |
| F4*  | 2023 | A     |             | *           | *            | *                |
| F4*  | 2024 | A     |             | *           | *            | *                |
| F4*  | 2025 | A     |             | *           | *            | *                |
| F4*  | 2026 | A     |             | *           | *            | *                |

# Documents

| Document name |
|---------------|
|---------------|

|            |
|------------|
| master.xml |
|------------|

**Technical Service Bulletin**

Transaction No.: **2075251/3**

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

Release date: Sep 29, 2025

**Condition**

| REVISION HISTORY |            |   |
|------------------|------------|---|
| Revision         | Date       | Purpose   |
| 3                | -          | Revised header (Added Model Year)                 |
| 2                | 01/27/2025 | 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 video at <https://audi-external.kzoplatform.com/misc/sl/6fd2fMfV> or scan the QR code below:



*Figure 1. Scan this QR Code for a video demonstrating the concern described above.*

**Technical Background**

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.

## 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 2, red arrow) by approx. 3 mm using suitable workshop tools (e.g. a metal file).



***Figure 2. 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 3):
- If there is sufficient clearance, continue with the next step.
- If there is insufficient clearance, file down/shorten positioning lug on suspension strut mounting further as required. Then continue with the next step.



**Figure 3.** 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

|                          |   |           |                                    |
|--------------------------|---|-----------|------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul> |           |                                    |
| <b>Service Number:</b>   | 4088  |           |                                    |
| <b>Damage Code:</b>      | 0213  |           |                                    |
| <b>Labor Operations:</b> | 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                              |
| <b>Claim Comment:</b>    | As per TSB 2075251/3  |           |                                    |

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 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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