



# Technical Service Bulletin

## 40 Creaking/squeaking noises from front end on uneven roads

40 17 71 2043424/4 July 12, 2017. Supersedes Technical Service Bulletin Group 40 number 17-59 dated February 27, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2018	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (Added model year)
3	02/27/2017	Revised <i>Technical Background</i> (Added picture and note) Revised <i>Service</i> (Updated instructions and added picture) Revised header data (Added model years and removed VIN break)
2	06/02/2016	Revised header data (Added customer codes)

Creaking/squeaking noises are heard from the left front or right front area of the vehicle when it is driven on uneven roads.

## Technical Background



### Note:

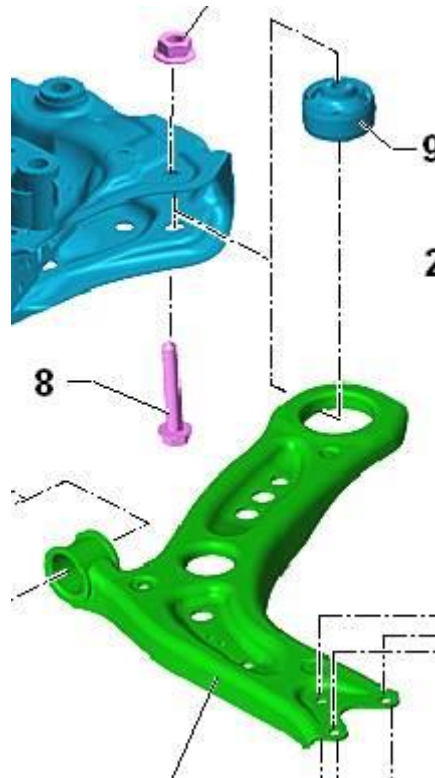
Try to duplicate this condition exactly. If you cannot, do not perform this TSB.



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Overview of the lower control arm and bushing (Figure 1).



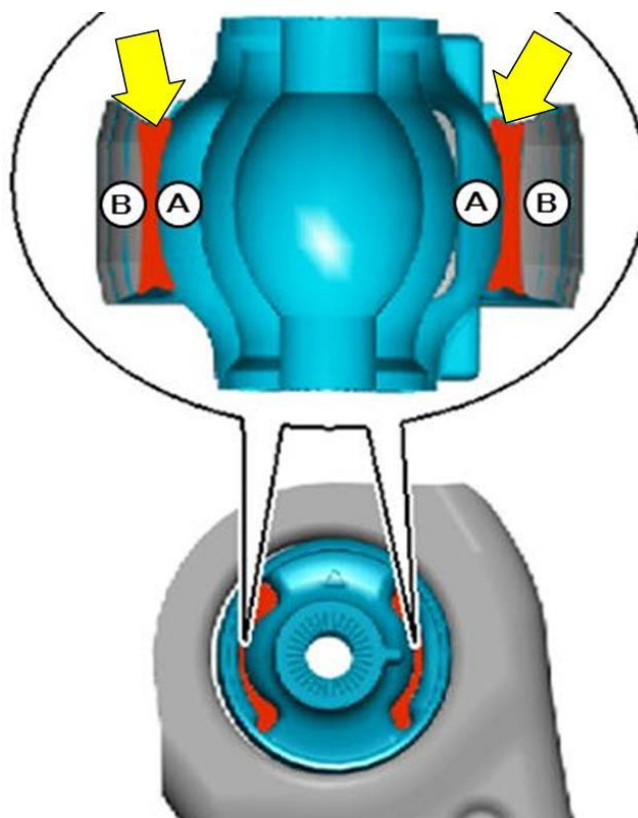
*Figure 1. Lower control arm and bushing.*



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The rear bonded rubber bushings of the front lower control arms have a kidney-shaped slits (Figure 2). When the vehicle is driven on uneven roads, areas A and B (Figure 2) may come in contact, creating the creaking/squeaking noise.



**Figure 2.** Kidney-shaped slits (yellow arrows) of the rear bonded rubber bushings.

## Production Solution

Not applicable.

## Service

1. Remove both front lower control arms. Follow instructions in ElsaPro for *Repair Manual* >> *Chassis* >> *Suspension, Wheels, Steering* >> *Front Suspension* >> *Lower Control Arm and Ball Joint* >> *Lower Control Arm, Removing and Installing*.



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2. Evenly grease the kidney-shaped slits of the bonded rubber bushing (Figure 3, the area shown red) from above with 0.1g of lithium grease (part number G 052 150 A2). Use a paint brush to apply the grease.



**Note:**

Note that the lithium grease must only be applied to the areas shown in red (Figure 3).

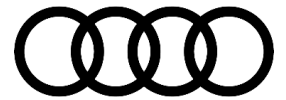


**Figure 3.** Lithium grease is applied on the red highlighted area only.

3. Reinstall all components according to Elsa.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>
<b>Service Number:</b>	4020
<b>Damage Code:</b>	0020



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<b>Labor Operations:</b>	Both lower control arms remove + reinstall	4017 2001	250 TU
	Grease the bonded rubber bushings	4020 4199	10 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2043424/4		

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.

## Required Parts and Tools

Part Number	Part Description	Quantity
G 052150A2	Lithium grease	0.1
See ETKA	One-time use hardware according to Elsa	As needed

## Additional Information

All parts and service references provided in this TSB (2043424) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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