



# Technical Service Bulletin

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## 40 Protective sleeve for shock absorber, noises from front end when steering or during spring movement

40 17 64 2047759/1 May 18, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3	2015 - 2017	All	Not Applicable
TT	2016 -2017	All	Not Applicable

## Condition

### Customer statement:

- Squeaking/creaking or rattling noises from front end when steering or springs are compressed

### Workshop findings:

- The noise can be reproduced and assigned to the upper section of the front suspension strut

## Technical Background

An unfavorable transport of the new vehicles or an installation/removal of the locking device, which are fitted after the production as transport protection, can lead to a deformation of the protective cover on the shock absorber. The now incorrectly positioned cover makes noises in the upper section of the suspension strut.

## Production Solution

Not applicable.

## Service

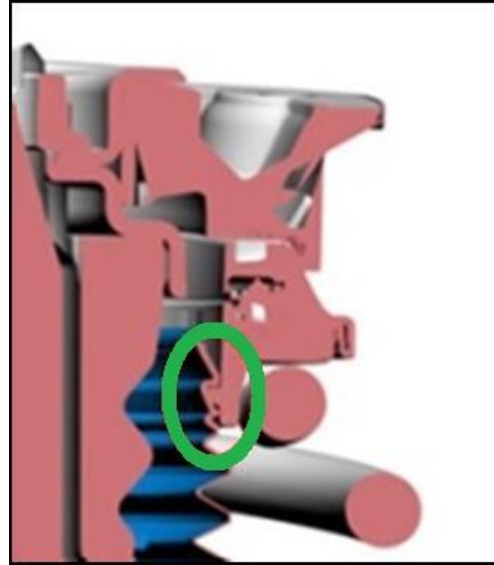
Check the protective sleeves of the front shock absorbers, they should turn easily in the axial deep-groove ball bearing.



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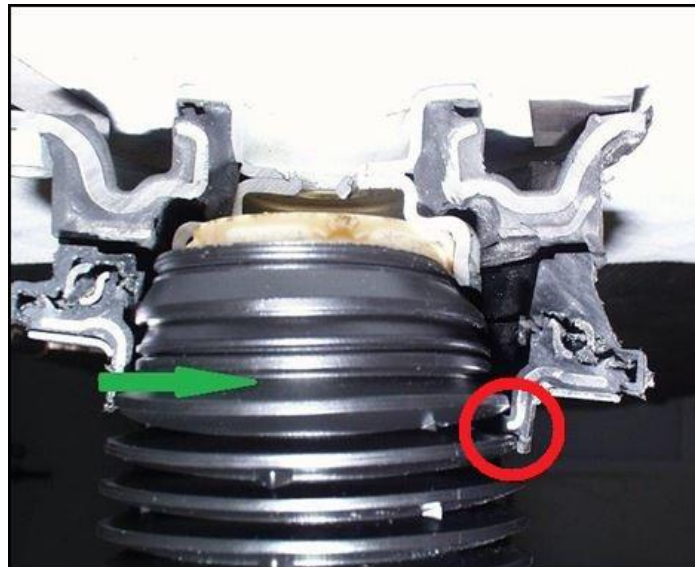
The correct positioning of the protective sleeve (Figure 1, green ellipse).



**Figure 1.** Correct positioning of protective sleeve.

If the protective sleeve is not correctly positioned, unclip it completely before fixing it.

An incorrectly fitted protective sleeve (Figure 2, red circle). The protective sleeve was pushed too deeply into the deep groove ball thrust bearing, so that the wrong groove was used (Figure 2, green arrow).



**Figure 2.** Incorrectly positioned sleeve.



**Tip:** A correctly fitted protective sleeve for the front shock absorber must easily turn in fixed condition.

If the protective sleeve of the shock absorber is damaged or deformed, it must be replaced.



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Review Elsa for Repair Manual at *Chassis >> Suspension, Wheels, Steering >> Front Suspension >> Suspension Strut and Upper Control Arm >> Suspension Strut, Removing and Installing >> Suspension Strut Servicing >> Vehicle Alignment.*

Vehicles with PR 2H7 Code electronically controlled damping (Audi magnetic ride), perform the function “Adapt the Control Position” using ODIS and PR Code 7Y5 Lane change assist and lane keeping systems calibration review Elsa for Repair Manual at *Chassis >> Suspension, Wheels, Steering >> Wheels, Tires, Wheel Alignment >> Driver Assistance Systems Front Camera, Calibrating.*

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles</li> <li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	4091		
<b>Damage Code:</b>	0017/0010		
<b>Labor Operations:</b>	Check and re-install 2 protective sleeves	4091 0699	40 TU
	<b>Replace protective sleeves only if they're damaged, one side</b>		
	Remove and install suspension strut (left)	4085 1901	150 TU
	Remove and install suspension strut (right)	4085 1902	210 TU
	Replace protective sleeve	4091 5599	30 TU
	<b>Replace protective sleeves only if they're damaged, both sides</b>		
	Remove and install 2 suspension struts	4085 2002	290 TU
	Remove and install 2 suspension struts (Sport suspension)	4085 2004	310 TU
	Replace protective sleeves	4091 5699	50 TU
	<b>Additional labor for one/both after protective sleeve/sleeves are replaced</b>		
	Vehicle alignment front + rear measure	4495 0350	70 TU
	Front wheel track adjusted	4488 1550	20 TU (If needed)
	Front wheel camber adjusted	4489 1550	30 TU (If needed)



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	Noise dampening pan remove + reinstall	10821900	40 TU (A3/S3 only)
	Rear wheel track adjusted	4493 1550	20 TU (If needed)
	Rear wheel camber adjusted	4494 1550	20 TU (If needed)
	Rear wheel camber adjusted	4494 1550	40 TU (If needed) (TT/TTS only)
<b>Diagnostic Time:</b>	GFF-Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on diagnostic protocol (Max 100 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 #2047759/1		

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
5Q0 413 175 C	Bellows	2

## Additional Information

All parts and service references provided in this TSB (2047759) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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