



# Technical Service Bulletin

---

## 40 Rattling or knocking noise from front end when driving over bumps

40 18 87 2035854/5 November 21, 2018. Supersedes Technical Service Bulletin Group 40 number 14-43 dated October 9, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2015	All	Not Applicable
A5, Q5	2008 - 2015	All	Not Applicable
A5 cabriolet	2010 - 2015	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Warranty</i> (Add Claim Types and updated Labor Operations)
4	10/09/2014	Revised <i>Required Parts and Tools</i> (Updated part numbers)
3	07/08/2014	Revised header data (Added model years) Revised <i>Warranty</i> (Corrected Labor Operation)

### Customer states:

- A rattling or knocking noise is heard when the car is driven over bumps or uneven road surfaces. This noise is heard after the car has been driven for a while and is warmed up, and when the temperature outside is warm.
- This condition can be duplicated if the brakes are applied while the car is being driven over bumpy roads.
- This condition is a comfort concern. Vehicle handling is not affected.

### Note:

This bulletin applies only to vehicles equipped with 75mm hydro-bushings. This bulletin does not apply to vehicles equipped with 65mm bushings.

## Technical Background

High ambient temperatures at the hydraulic guide links cause the noise.



# Technical Service Bulletin

---

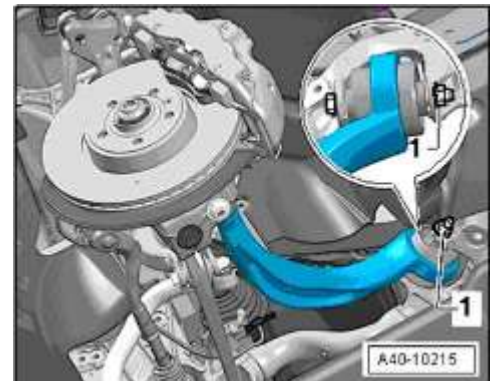
## Production Solution

Not applicable.

## Service

1. Before proceeding, confirm that the noise is coming from the hydraulic guide links and not from other suspension components on the vehicle (such as worn or damaged bushings).  
Additionally, ensure that the vehicle is equipped with 75mm bushings. Review the repair history of the vehicle and ETKA to determine which bushings are present.
2. Check the size of the ball joints. In 2010, ball joint sizes were changed from M12 to M14.

- **If the vehicle was produced with M14 ball joints:**  
Replace both left and right lower guide links (Figure 1) according to the instructions in Elsa at Repair Manual, *Chassis >> Suspension, Wheel, Steering >> Front Suspension >> Removal and Installation >> Guide Link*.



**Figure 1.** Lower guide link (1).

- **If the vehicle was produced with M12 ball joints:**  
Replacement of the complete guide link is not possible. Only the bushings should be replaced. Remove the guide links and replace the left and right bushings.



# Technical Service Bulletin

## 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>	4016		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	2 Wheels remove + install	4405 2000	See SRT
	2 Lower guide links remove + install	4016 2050	See SRT
	Guide link mounting replace (For vehicles with M12 ball joints only)	4012 5550	See SRT
<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
<b>Claim Comment:</b>	As per TSB #2035854/5		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
8K0407693AD	Wishbone link (left front) (M14)	01
8K0407694AD	Wishbone link (right front) (M14)	01
8K0407183F	Hydro-mounting (2 pieces)	01
See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA



# Technical Service Bulletin

---

Tool Number	Tool Description
V.A.G 1332	Torque wrench 40-200 Nm
V.A.G 1332/7	Ring spanner insert, AF 21mm
V.A.G 1383 A	Engine-transmission jack
T10149	Wheel hub support
T40042	Ball joint puller

## Additional Information

All parts and service references provided in this TSB (2035854) are subject to change and/or removal.

©2018 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.