

Technical Service Bulletin

40 Rumbling/creaking noises from front of the vehicle when driving - Q7, Q8, A8, and Audi e-tron quattro

40 20 01 2058489/1 February 6, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2019	All	Not Applicable
Q7	2020	000001 - 008523	Not Applicable
Q8	2020	000001 - 011971	Not Applicable
A8	2020	000001 - 008304	Not Applicable
Audi e-tron quattro	2020	000001 - 016781	Not Applicable
A8, Q8, and Audi e-tron quattro	2019	All	Not Applicable

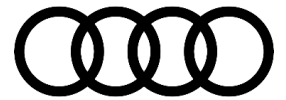
Condition

Customer states:

- They can hear rumbling, squeaking, creaking or similar noises from the front end when driving on uneven roads. The noises can possibly be heard and felt in the foot well or behind the dash panel.

Workshop findings:

- The noises can be reproduced.



Technical Service Bulletin

Technical Background

The noises can be generated on the lower left guide in the area of the hydro-bush. (Figure 1 – Position 7 and 8).

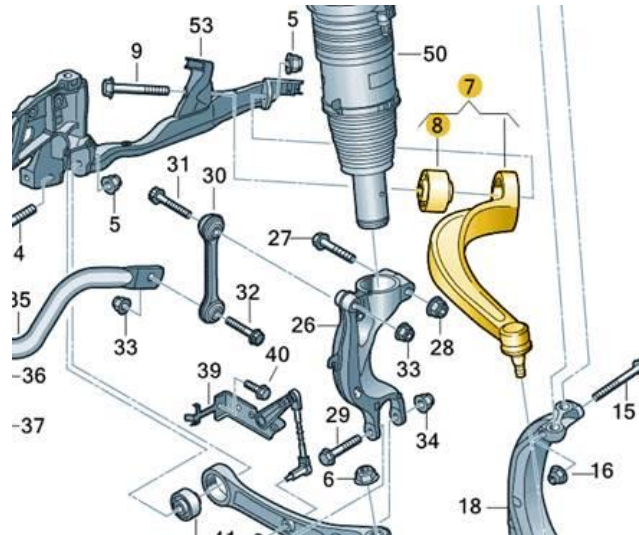


Figure 1. Hydro-bush.

Parts such as the coupling rod (Figure 2 – Position 30) are usually replaced by mistake, presenting no problems.

The noises from the guide link can be transmitted into the vehicle interior by the connection of the sub frame on the body and are noticeable in the foot well.

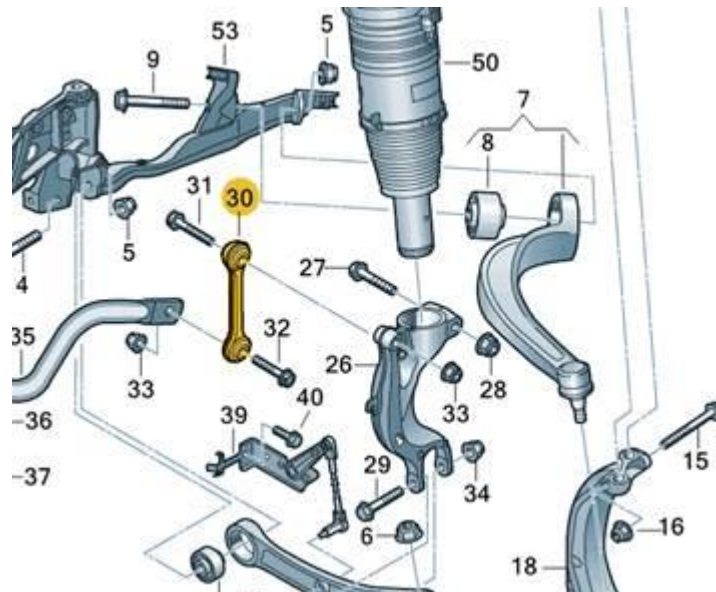
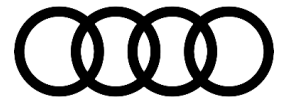


Figure 2. Coupling rod.

Production Solution

Not applicable.



Technical Service Bulletin

Service

1. Replace the hydro-bush on the guide link in pairs (Figure 1 – Position 8) according to the instructions in Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Steering >> 40 Front Axle >> Lower Control Arm and Ball Joint >> Guide link bonded rubber bushing, Removing and Installing*.
2. Before installation, ensure that the new parts of the hydro-bush have a parts version of **03S** or higher (Figure 3).



Figure 3. Hydro-bush parts number.

3. If repeat repairs are necessary and the hydro-bush has already been replaced (pressed out/in), the complete guide link has to be replaced (Figure 1 – Position 7) in Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Steering >> 40 Front Axle >> Lower Control Arm and Ball Joint >> Guide Link, Removing and Installing*.

Before installation, ensure the new guide link has a parts version of **05S** or higher (see Figure 4).



Tip:

- Please precisely locate the source of the noise with acoustic testers.
- Check the repair history for repeat repairs.



Figure 4. New guide link parts version.



Technical Service Bulletin

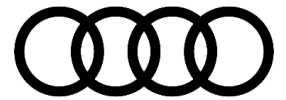
Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 months/50,000 miles. • G10 for CPO covered vehicles – Verified Owner. • If vehicle is outside warranty, this Technical Bulletin is informational only. 		
Service Number:	4012		
Damage Code:	0020		
Labor Operations:	1 Wheel remove + reinstall	4405 1900	See SRT
	2 Wheels remove + reinstall	4405 2000	See SRT
	1 Lower guide link remove + reinstall	4016 1950	See SRT
	2 Lower guide links remove + reinstall	4016 2050	See SRT
	Replace guide link mounting	4012 5550	See SRT
	Replace 2 guide link mounting	4012 5650	See SRT
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2058489/1		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Hydro-Bush	02
See ETKA	Guide Link (only if Hydro-Bush has been replaced previously)	01 or 02
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA



Technical Service Bulletin

Additional Information

All parts and service references provided in this TSB (2058489) are subject to change and/or removal.

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