



Technical Service Bulletin

40 Noises from front suspension's buffer stops

40 20 06 2059474/1 May 13, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All except Audi e-tron quattro	2018 - 2021	All	Not Applicable

Condition

Customer states:

- Rumbling or squeaking noises from the front end.

Workshop findings:

- The buffer stops of the shock absorbers are identified as the source of the noise, because they do not sit correctly in the shock absorber mounting (Figure 1).



Figure 1. The shock absorbers are sitting incorrectly.

Technical Background

With the new improvements in suspension design, the material in the buffer stop changed to increased hardness. As a result, it has become harder to press them into the mountings.

Production Solution

Not applicable.



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Service

1. Secure the buffer stops correctly. A tire assembly paste can be used as an aid. The buffer stops must be completely pressed in.
2. If the buffer stops were deformed during the vehicle transport, try to shape them correctly by warming them up slightly. If this is not possible, replace the affected components.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4098		
Damage Code:	0020		
Labor Operations:	1 Buffer stop remove + reinstall	4098 1950	See SRT
	2 Buffer stops remove + reinstall	4098 2050	See SRT
	Secure 1 front axle buffer stop	4098 1399	30 TU
	Secure 2 front axle buffer stop	4098 1499	50 TU
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 #2059474/1		

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	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA



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See ETKA	Buffer Stop (if necessary)	01 or 02
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Additional Information

All parts and service references provided in this TSB (2059474) are subject to change and/or removal.

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