



Technical Service Bulletin

42 Rattle noise from the rear suspension

42 20 44 2038689/4 May 13, 2020. Supersedes Technical Service Bulletin Group 42 number 18-38 dated June 20, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All except Audi e-tron quattro	2015 - 2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Added model years) Revised <i>Required Parts and Tools</i> (Added Tools table)
3	06/20/2018	Revised header (Added model years)
2	04/18/2017	Revised header (Added model years)

Customer states:

- Clunking or rattling noises are heard from the rear suspension area when the vehicle is driven over bumps.

Technical Background

These noises can be caused by an improperly seated rear bump stop (which occurs when the rear bump stop was not fully inserted into the rear shock absorber mounting during PDI).



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Production Solution

A bump stop installation tool (SET900) was developed to aid with the installation of rear bump stops during PDI (Figure 1). This tool provides the necessary leverage to seat the rear bump stop in the shock absorber mounting.



Figure 1. The SET900 bump stop installation tool.



Tip: One SET900 tool was sent to all Audi dealers in November 2014. Additional tools can be purchased through the *Audi Special Tools and Equipment Program*.

Service

To ensure proper installation of rear bump stops (in Audi models without air suspension):

1. Clean the top of the rear bump stops and coat with tire mounting paste.
 2. Use the SET900 special tool to fully press the rear bump stops into the upper shock mounts (Figure 2).
- The purpose of the tool is to properly seat the rear bump stops in the rear shock mounts (Figure 3), which will prevent them from dropping out of the rear upper shock mounts and causing the noise.



Figure 2. The SET900 tool being used to install a rear bump stop.



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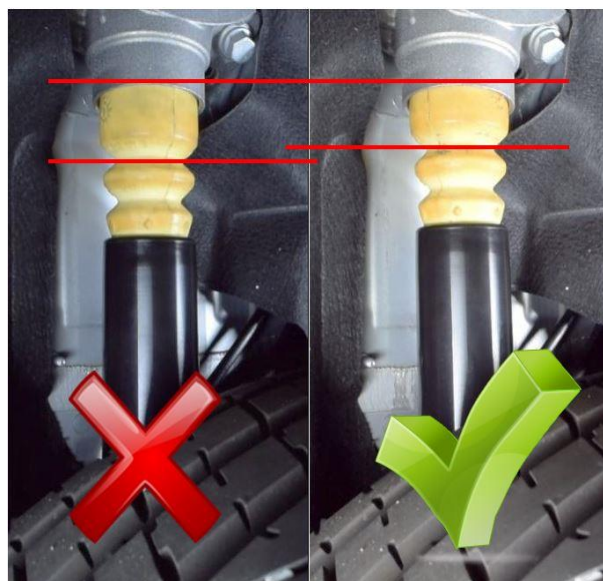


Figure 3. Comparison between rear bump stop installation without and with the SET900 tool.



Note:

Always ensure that the dust boot does not get caught on the top of the shock once the vehicle is lowered.



Tip: A video demonstrating the use of this tool is available at: <https://audi-external.kzoplatform.com:443/swf/player/286> (Figure 4).

See TSB 2039206: *00 Viewing TSB videos* for more information about viewing videos.



Figure 4. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.



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Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Required Parts and Tools

Tool Number	Tool Description
SET900	Bump stop installation tool

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2039206, *00 Viewing TSB videos.*

All parts and service references provided in this TSB (2038689) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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