



# Technical Service Bulletin

---

## 43 Locating noise on vehicles with the DRC system (Dynamic Ride Control)

43 20 38 2059564/1 June 4, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS4	2008 - 2021	All	Dynamic Ride Control
RS5	2018 - 2021	All	Dynamic Ride Control
RS6	2011 - 2021	All	Dynamic Ride Control
RS7	2012 - 2021	All	Dynamic Ride Control

## Condition

### Customer states:

- Noises when driving on uneven roads.



### Note:

This service info only applies if the vehicle is equipped with the Dynamic Ride Control (DRC) system (PR Code 2MC).

### Workshop findings:

Noise can be clearly assigned to the DRC system (adjustment options on the MMI can help to identify the noise intensity, switching from "dynamic" to "comfort" mode).

## Technical Background

The following components of the DRC system can influence the noise level:

- System pressure too low (see repair manual for nominal pressures).
- One of the four shock absorbers.
- One of the two central valves.



**Tip:** In the DRC system the shock absorbers are connected to one another diagonally (front left to rear right and front right to rear left).

## Production Solution

Not applicable.



# Technical Service Bulletin

## Service

If you can clearly assign the customer concern to the DRC system, proceed as follows:


1. Check the existing system pressure of the DRC system according to Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Tires >> 43 Self Levelling Suspension >> Dynamic Ride Control – DRC.*
2. Use one of the available noise search tools (e.g. Pico tool or Chassis Ear) in the area of the shock absorbers and decide at which of the shock absorbers the noise is the clearest.
3. Attach noise search sensors/terminals to the affected shock absorbers and the respective central valve and decide whether the noise is generated by the central valve or the shock absorber.
4. If a defective part is found, replace it per the Elsa repair manual.

## 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 (4340 Only).</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	<ul style="list-style-type: none"> <li>• 4293</li> <li>• 4090</li> <li>• 4340</li> </ul>		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	<b>Replacing the central valve (only):</b>		
	Central valve remove + reinstall with associated operations	4340 1900 ( <b>RS5 &amp; RS7 only</b> ) 4340 1950 ( <b>RS5 &amp; RS7 only</b> ) 4340 1901 ( <b>RS5 only</b> ) 4340 1902 ( <b>RS7 only</b> ) 4340 2002 ( <b>RS7 only</b> )	See SRT
	<b>Or replacing the shock absorber (only)</b>		



# Technical Service Bulletin

	Front shock absorber replace with associated operations	4090 5550 <b>(All)</b> <b>Or</b> 4090 5650 <b>(All)</b>	See SRT
	Rear shock absorber replace with associated operations	4293 5550 <b>(All)</b> <b>Or</b> 4293 5650 <b>(All)</b>	See SRT
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU )
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
	Setting up time for Pico noise analysis tool  <b>Note:</b> Performed work must be clearly recorded.	4340 0199	50 TU
<b>Claim Comment:</b>	As per TSB #2059564/1		

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
Order by VIN	Central valve	As needed
Order by VIN	Shock absorber	As needed

Tool Number	Tool Description
VAS611015	Noise Analysis Tool-Pico



# Technical Service Bulletin

---

JSPSM06600 (Wired) JSP60635 (Wireless)	Chassis Ear
---	-------------

## Additional Information

All part and service references provided in this TSB (2059564) 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.

©2020 Audi of America, Inc. All rights reserved. The 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.