



# Technical Service Bulletin

---

## 40 Front shock absorber cap, cracking noises/spring jumps when steering

40 20 09 2047758/5 June 26, 2020. Supersedes Technical Service Bulletin Group 40 number 19-93 dated February 26, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3	2015 - 2021	All	Drive select and magnetic shock absorbers

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Added model years)
4	02/26/2019	Revised <i>Warranty</i> (Updated Diagnostic Time)
3	12/13/2018	Revised header (Added model years)

### Customer states:

- Cracking noises/spring jumps when steering or when maneuvering.
- The noise can be reproduced when at least two people are in the vehicle and the steering wheel is just before the right/left stop.

## Technical Background

The buffer stop for shock absorber (Figure 1, 1) can cause noises if it touches the front shock absorber cap (Figure 1, 2).

## Production Solution

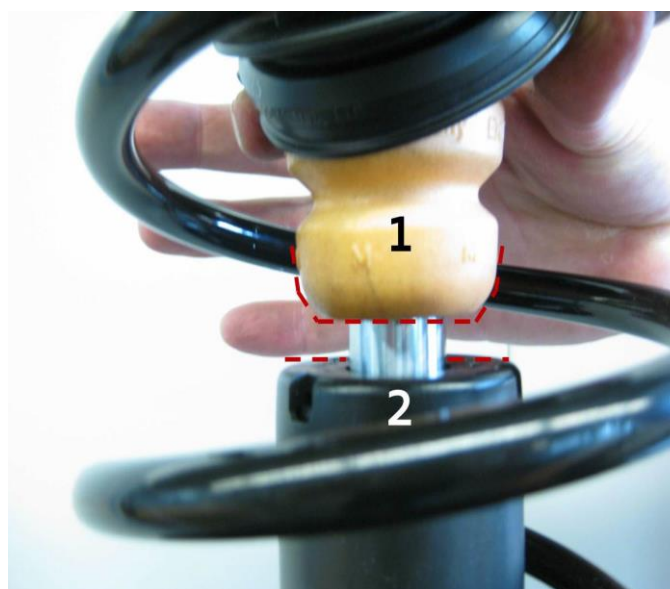
Not applicable.



# Technical Service Bulletin

## Service

Lightly lubricate the contact surface (red dotted line) between buffer stop for shock absorber (Figure 1, 1) and front shock absorber cap (Figure 1, 2) with 5 grams of silicon grease G 000 405 A2 per side.



*Figure 1. Shock absorber and buffer stop.*



**Tip:** Check the protective sleeve of the front shock absorber for correct fit, they should turn easily in the axial deep-groove ball bearing/sleeve bearing.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	4098		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Lubricate both front rubber stops	4098 5099	30 TU
<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 #2047758/5		



# Technical Service Bulletin

---

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
G 000405A2	Grease	01
See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA

## Additional Information

All parts and service references provided in this TSB (2047758) are subject to change and/or removal.

©2020 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.