



# Technical Service Bulletin

## 40 Noises from front end and dash panel, noise is heard when the vehicle is moving

40 20 12 2047920/5 July 15, 2020. Supersedes Technical Service Bulletin Group 40 number 20-07 dated May 18, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5	2018 - 2021	All	Not Applicable
A6, A7	2015 - 2018	All	Not Applicable
A4, Q7	2017 - 2021	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Warranty</i> (Added Labor Operations)
4	05/18/2020	Revised header (Corrected Elsa display issue)
3	05/12/2020	Revised header (Added model years and models) Revised <i>Warranty</i> (Added models)

### Customer states:

- There is a buzzing, booming, humming, whistling or a similar noise from the front end.
- The noises can possibly be heard from the steering area or behind the dash panel.
- The noises may also suspected to be tire rolling noises.

### Workshop findings:

- The noises can be reproduced in a test drive.

## Technical Background

Mechanical damage on the wheel bearing of the front axle.

## Production Solution

Not applicable.



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## Service

The noises from the wheel bearing can be transmitted via the steering into the vehicle interior. Because of the close proximity it can be difficult to distinguish them from tire rolling noises.

Therefore with such noises check whether the wheel bearings of the front axle may be the source and replace the affected component. The following steps are helpful:

1. Does the frequency rise as the speed increases or does the sound get higher?
2. Does the noise get louder when steering?
3. Is the noise still there when slowing down?
4. Is the noise amplified on the steering wheel/airbag well?
5. Can the vibrations be felt on the unpressed coil spring when the wheel is turning?
6. When swapping around the wheel bearings does the noise move with a particular bearing?



**Tip:** Please precisely locate the source of the noise with acoustic testers. It is possible that a noise perceived on the left side of vehicle is caused by the right wheel bearing. The front wheel bearings should not be replaced in pairs.

If the cause of the noise cannot be traced to a wheel bearing, continue the analysis on other components.

## 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.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	4057		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	<b>A4 and A5 one front wheel bearing:</b>		
	Remove and install front hub with bearing	4067 1900	See SRT with associated operations



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Replace front wheel bearing	4057 5550	See SRT with associated operations
<b>A4 and A5 both front wheel bearings:</b>		
Remove and install 2 front hubs with bearings	4067 2000	See SRT with associated operations
Replace 2 front wheel bearings	4057 5650	See SRT with associated operations
<b>A6 and A7 one front wheel bearing:</b>		
Remove and install front hub with bearing	4067 1950	See SRT with associated operations
Replace front wheel bearing	4057 5550	See SRT with associated operations
<b>A6 and A7 both front wheel bearings:</b>		
Remove and install 2 front hubs with bearings	4067 2050	See SRT with associated operations
Replace 2 front wheel bearings	4057 5650	See SRT with associated operations
<b>Q7 one front wheel bearing:</b>		
Remove and install front hub with bearing	4067 1900	See SRT with associated operations
Replace front wheel bearing	4057 5500	See SRT with associated operations
<b>Q7 both front wheel bearings:</b>		



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	Remove and install both front wheel bearings	4067 2000	See SRT with associated operations
	Replace 2 front wheel bearings	4057 5600	See SRT with associated operations
<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 #2047920/5		

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	Wheel bearings	(Up to 2)
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 (2047920) are subject to change and/or removal.

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