



Technical Service Bulletin

40 Noises from the front suspension's buffer stops

40 20 13 2059474/2 July 20, 2020. Supersedes Technical Service Bulletin Group 40 number 20-06 dated May 13, 2020 for reasons listed below.

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

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 2 | - | Revised <i>Warranty</i> (Added alternate Labor Operations) |
| 1 | 05/13/2020 | Initial publication |

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 Service Bulletin

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.

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 Or 4088 1950 | See SRT with associated operations |
| | 2 Buffer stops remove + reinstall | 4098 2050 Or 4088 2050 | See SRT with associated operations |
| | 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 |



Technical Service Bulletin

| | | | |
|-----------------------|--|-----------|-------|
| | 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 #2059474/2 | | |

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 |
| See ETKA | Buffer Stop (if necessary) | 01 or 02 |

Additional Information

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

©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.