



Technical Service Bulletin

40 Rumbling noises from the suspension - upper link rubber mounting

40 20 14 2060855/1 October 7, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017 - 2019	All	Not Applicable
A5	2018 - 2019	All	Not Applicable
A8	2019	All	Not Applicable

Condition

Customer states:

- Rumbling noises from the suspension.
- Damage on the rubber mounting of the upper link can be identified (Figure 1).



Figure 1. Damage to the rubber mounting.

Technical Background

Not applicable.

Production Solution

Not applicable.



Technical Service Bulletin

Service

Replace the damaged rubber mounting of the upper rear link (Figure 2) on both sides of the vehicle according to the Elsa repair manual:
Chassis >> Suspension, Wheels, Steering >> 40 Front Suspension >> Suspension Strut and Upper Control Arm >> Upper Control Arm Bearing Replacing.



Note:

Part description in **ELSA**: Upper control arm bearing.

Part description in **ETKA**: Bonded rubber mounting

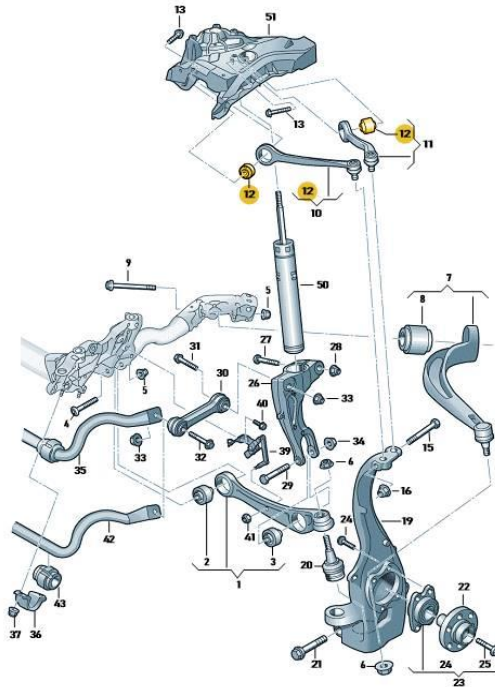


Figure 2. Rubber mounting.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4012		
Damage Code:	0015		
	Guide Link Mountings Replace	4012 5651	See SRT with associated operations



Technical Service Bulletin

	Upper guide links remove + reinstall	4013 20XX	See SRT with associated operations
Diagnostic Time:	GFF	No allowance	0 TU
	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 #2060855/1		

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
See ETKA	Bonded Rubber Mounting	As required

Additional Information

More information on this system can be found in the following resources:

- Elsa: Chassis >> Suspension, Wheels, Steering >> 40 Front Suspension >> Suspension Strut and Upper Control Arm >> Upper Control Arm Bearing Replacing.

All parts and service references provided in this TSB (2060855) are subject to change and/or removal.

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