



Technical Service Bulletin

40 Noises from front of the vehicle when driving - e-tron

40 22 39 2066882/1 April 26, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 2021 – 2023	All	Not applicable
e-tron Sportback quattro	2020 – 2023	All	Not Applicable

Condition

Customer states:

- They can hear rumbling, squeaking, creaking, or similar noises from the front end when driving on uneven roads.

Workshop findings:

- Noises can be reproduced and are coming from:
 1. The guide link hydro bushing. Figure 1 (item 8, marked in yellow), or
 2. The drive train (electric motor, gearbox, driveshafts).



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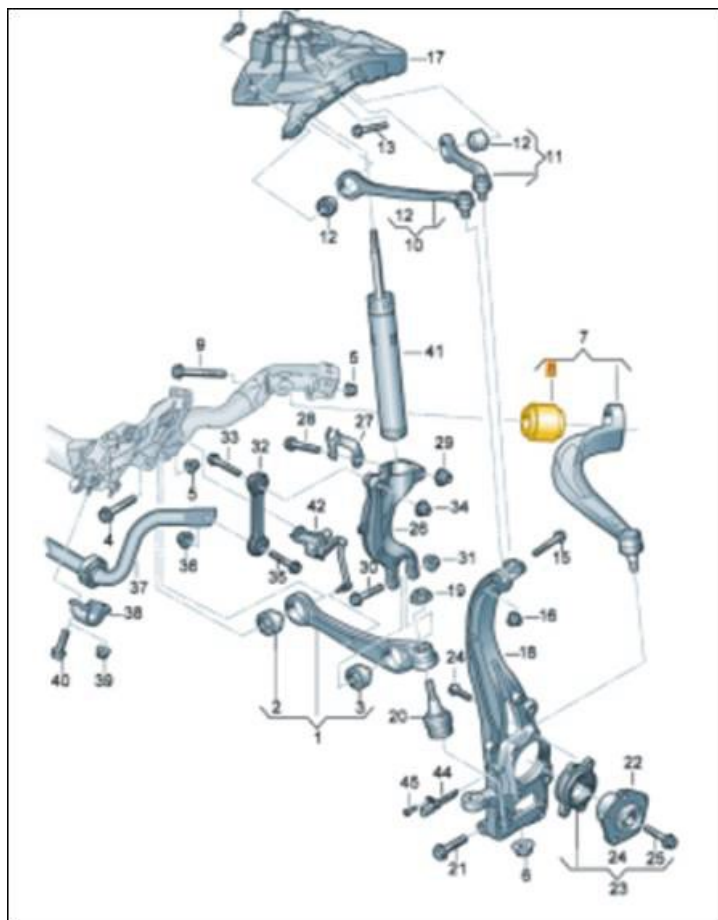


Figure 1: Guide link hydro bushing, front suspension.

Technical Background

Due to the quietness of the electric drive, noises can be heard more clearly in the interior than they can on vehicles with a combustion engine.

The rattling/clacking noises made by the guide link hydro-bushing are caused by an air bubble that is enclosed inside the bushing during the manufacturing process. When vibrations are induced in the axle by an uneven road surface (multiple brief hard knocks in quick succession), the high-frequency change in the bushing's internal pressure causes the volume of the air bubble to change. This can produce rattling/clacking noises under certain temperature conditions.



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Knocking/rumbling noises may occur when driving on uneven surfaces at speeds of < 20 mph; the driver perceives these noises as coming from the front left. These noises are the result of play in the drive train (gearbox/gearbox flange/driveshafts) and are often incorrectly assigned to the guide link hydro-bushing or other suspension components.

Production Solution

Not applicable.

Service

ELSA>>Repair Manual>>Chassis>>Suspension, Wheels, Steering>>Front Suspension>>Lower control arm and Ball joint.

- Replace the guide link bushing on both sides with guide link bushing part number described in the parts table below.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 Up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• Use applicable claim types. If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4012		
Damage Code:	0020		
Labor Operations:	Replace 2 bushings for lower guide link	4012 5650	See SRT
	Perform wheel alignment	4495 0350	See SRT
Diagnostic Time:	GFF	No allowance	0 TU



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	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 2066882/1		

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

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
4KC407183	Hydro mounting (Hydro bushing)	02

Additional Information

All parts and service references provided in this TSB (**2066882**) are subject to change and/or removal.

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