

Technical Service Bulletin



40 Creaking/squeaking noises from the front end on uneven roads

40 23 50 2043424/14 February 21, 2023. Supersedes Technical Service Bulletin Group 40 number 22-48 dated October 12, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3 Cabriolet	2015 - 2019	All	Not Applicable
A3, and S3	2015 – 2023		
RS 3	2017 - 2023		
Q3	2019 – 2023		

Condition

REVISION HISTORY		
Revision	Date	Purpose
14	-	Revised <i>Warranty</i> (Updated Labor Operations)
13	10/12/2022	Revised header (Added Models and Model Years) Revised <i>Warranty</i> (Added Labor Operations)
12	09/16/2021	Revised <i>Warranty</i> (Corrected Labor Operations)

Customer states:

- Creaking/squeaking noises are heard from the left front or right front area of the vehicle when it is driven on uneven roads.

Technical Background



Note:

Try to duplicate this condition exactly. If you cannot, do not perform this TSB.



Overview of the lower control arm and bushing (Figure 1).

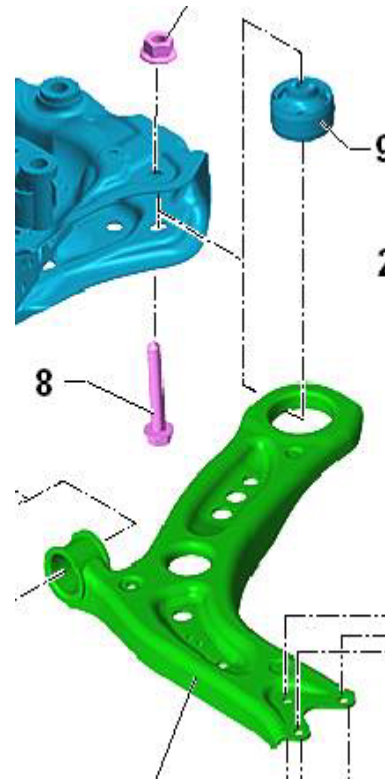


Figure 1. Lower control arm and bushing.



The rear bonded rubber bushings of the front lower control arms have kidney-shaped slits (Figure 2). When the vehicle is driven on uneven roads, areas A and B (Figure 2) may come in contact, creating a creaking/squeaking noise.

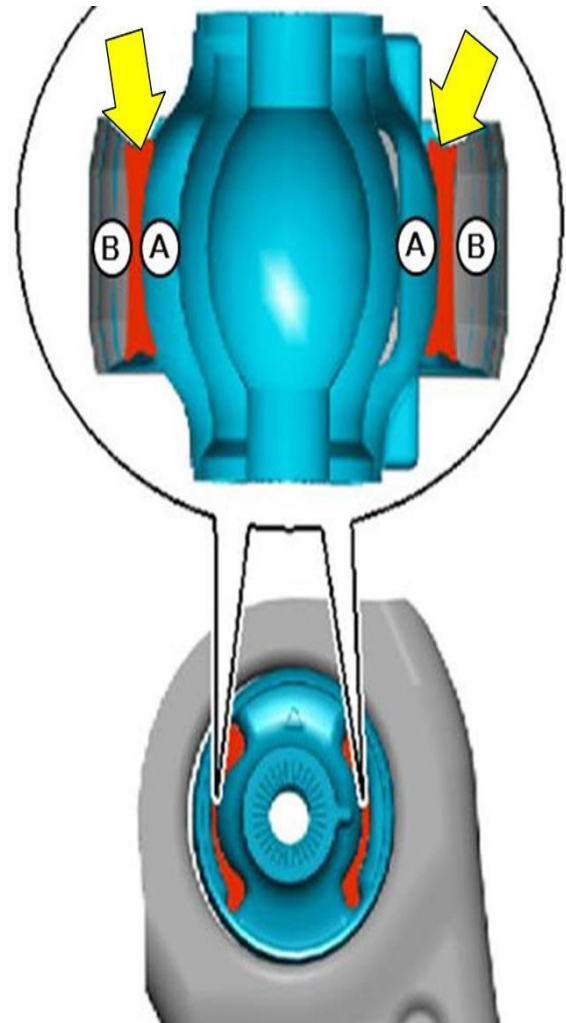


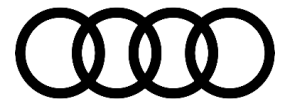
Figure 2. Kidney-shaped slits (yellow arrows) of the rear bonded rubber bushings.

Production Solution

Not applicable.

Service

1. Remove both front lower control arms. Follow instructions in Elsa at Repair Manual, *Chassis >> Suspension, Wheels, Steering >> Front Suspension >> Lower Control Arm and Ball Joint >> Lower Control Arm, Removing and Installing.*



- Evenly grease the kidney-shaped slits of the bonded rubber bushing (Figure 3, the area shown red) from above with 0.1g of lithium grease (part number G 052 150 A2). Use a paintbrush to apply the grease.



Note:

The lithium grease must only be applied to the areas shown in red (Figure 3).



Figure 3. Lithium grease is applied on the red highlighted area only.

- Reinstall all components according to Elsa.

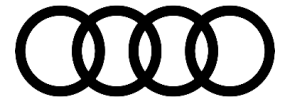
Warranty

Claim Type:	<ul style="list-style-type: none"> 110 up to 48 Months/50,000 Miles. G10 for CPO Covered Vehicles – Verify Owner. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4020		
Damage Code:	0020		
Labor Operations:	All Models:		
	Front wheel track adjusted	4488 1550	See SRT with associated operations
	Front wheel camber adjusted	4489 1550	See SRT with associated operations
	Lowering subframe (Only engine code CNSB with transmission QYZ)	4007 1999	100 TU

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	Rear wheel track adjusted	4493 1550	See SRT with associated operations
	Rear wheel camber adjusted	4494 1550	See SRT with associated operations
	Vehicle front + rear measured	4495 0350	See SRT with associated operations
A3 Sedan/Q3			
	Both lower control arms remove + reinstall (A3)	4017 2001	See SRT with associated operations
	Both lower control arms remove + reinstall (Q3)	4017 2000	See SRT with associated operations
	Grease the bonded rubber bushings	4017 4199	10 TU
A3 Cabriolet:			
	Both lower control arms remove + reinstall	4017 2000	See SRT with associated operations
	Grease the bonded rubber bushings	4020 4199	10 TU
A3 e-tron, A3 e-tron sportback:			
	Both lower control arms remove + reinstall	4017 2002	See SRT with associated operations
	Disable HV system voltage	9310 0050	See SRT with associated operations
	Grease the bonded rubber bushings	4020 4199	10 TU
Diagnostic Time:	GFF (if applicable)	0150 0000	Time as stated on diagnostic protocol (Max 50 TU)
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2043424/14		



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 052150A2	Lithium grease	0.1
See ETKA	One-time use hardware according to Elsa	As needed
See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

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

- Elsa: Chassis >> Suspension, Wheels, Steering >> Front Suspension >> Lower Control Arm and Ball Joint >> Lower Control Arm, Removing and Installing.

All parts and service references provided in this TSB (**2043424**) are subject to change and/or removal.

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