



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

40 23 54 2043424/16 May 8, 2023. Supersedes Technical Service Bulletin Group 40 number 23-53 dated April 5, 2023, for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---------------------|----------------------------|-----------|----------------------------|
| A3, and S3 | 2015 – 2020 2022 – 2023 | All | Not Applicable |
| A3 Cabriolet | 2015 – 2019 | | |
| A3 Sportback e-tron | 2016 – 2018 | | |
| RS 3 | 2017 – 2020 2022 – 2023 | | |
| Q3 | 2019 – 2023 | | |

Condition

| REVISION HISTORY | | |
|------------------|------------|---|
| Revision | Date | Purpose |
| 16 | - | Revised <i>Warranty</i> (Updated Labor Operations) |
| 15 | 04/05/2023 | Revised <i>Parts and Tools</i> (Updated Part Numbers) |
| 14 | 02/21/2023 | Revised <i>Warranty</i> (Updated 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).

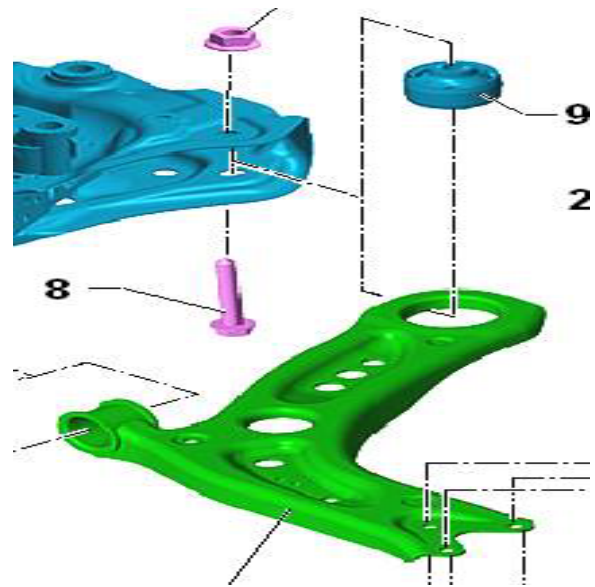


Figure 1. Lower control arm and bushing.

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.

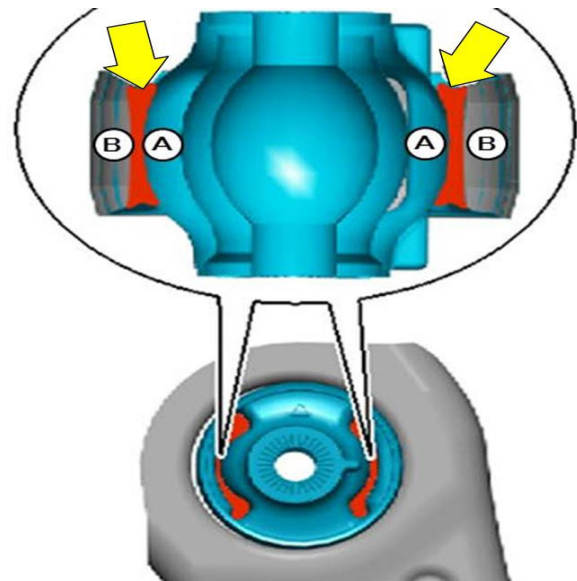


Figure 2. Kidney-shaped slits (yellow arrows) of the rear bonded rubber bushings.

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.*
2. 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.

3. 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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only. |
| Service Number: | 4020 |
| Damage Code: | 0020 |

Technical Service Bulletin



| | | | |
|-------------------------|--|-------------|------------------------------------|
| | Both lower control arms remove + reinstall | 4017 20XX | See SRT with associated operations |
| | Deactivate/Activate HV system voltage | 9310 8350 | See SRT with associated operations |
| | Grease 2 bonded rubber bushings | 4020 4299 | 10 TU |
| Diagnostic Time: | GFF | Not Allowed | 0 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 2043424/16 | | |

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 G 052150S0 (This number should be used in the SAGA warranty claim only) | Lithium grease | 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.



©2023 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.