

# Technical Service Bulletin



## 40 Front shock absorber cap, cracking noises/spring jumps when steering or when maneuvering

40 23 63 2047758/11 June 29, 2023. Supersedes Technical Service Bulletin Group 40 number 23-59 dated June 6, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, and S3	2015 – 2020 2022 – 2024	All	Not Applicable
A3 Cabriolet	2015 – 2019		
A3 Sportback e-tron	2016 – 2018		
TT, TTS, and TT Roadster	2016 – 2023		
RS 3	2017 – 2020 2022 – 2024		
TT RS	2018 – 2022		
Q3	2019 - 2024		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
11	-	Revised header (Added Model Year)
10	06/06/2023	Revised <i>Required Parts and Tools</i> (Added Part Number)
9	05/24/2023	Revised <i>Required Parts and Tools</i> (Added Part Number)

### Customer states:

- Cracking noises/spring jumps when steering or when maneuvering.
- The noise can be reproduced when at least two people are in the vehicle and the steering wheel is turned just before the right/left stop.

## Technical Background

The buffer stop for the shock absorber (Figure 1, 1) can cause noises if it touches the front shock absorber cap (Figure 1, 2).

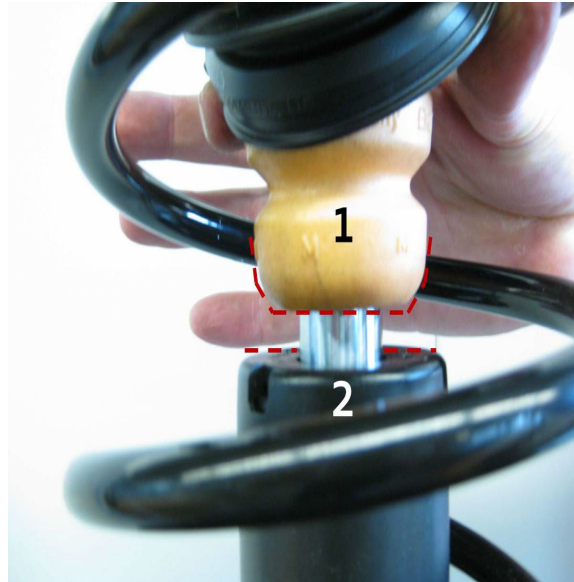


## Production Solution

Not Applicable

## Service

Lightly lubricate the contact surface (red dotted line) between the buffer stop for the shock absorber (Figure 1, 1) and the front shock absorber cap (Figure 1, 2) with 5 grams grease G 000 405 A2 per side.



**Figure 1.** Shock absorber and buffer stop.



**Tip:** Check the protective sleeve of the front shock absorber for correct fit, they should turn easily in the axial deep-groove ball bearing/sleeve bearing.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	4098		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Lubricate both front rubber stops	4098 5099	30 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU

# Technical Service Bulletin



	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB 2047758/11		

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 000405A2 G 000405S0 (This number should be used in the SAGA warranty claim only)	Grease	1
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

## Additional Information

All parts and service references provided in this TSB (**2047758**) are subject to change and/or removal.

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