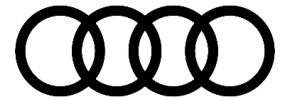


Technical Service Bulletin



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

40 23 64 2043424/17 June 29, 2023. Supersedes Technical Service Bulletin Group 40 number 23-54 dated May 8, 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		
RS 3	2017 – 2020 2022 – 2024		
Q3	2019 - 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
17	-	Revised header (Added Model Year)
16	05/08/2023	Revised <i>Warranty</i> (Updated Labor Operations)
15	04/05/2023	Revised <i>Parts and Tools</i> (Updated Part Numbers)

Customer states:

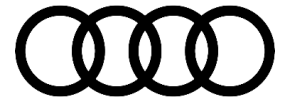
- Creaking/squeaking noises are heard from the left front or right front area of the vehicle when it is driven on uneven roads.

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).

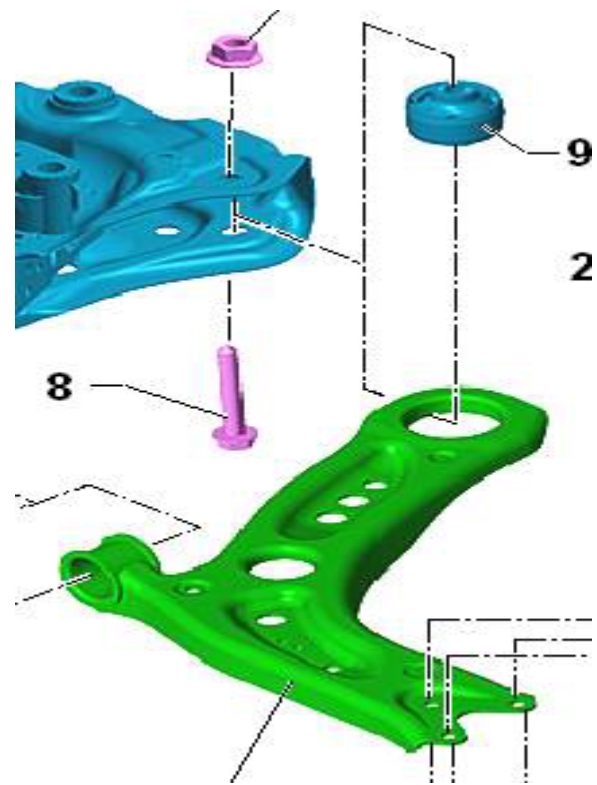


Figure 1. Lower control arm and bushing.



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.

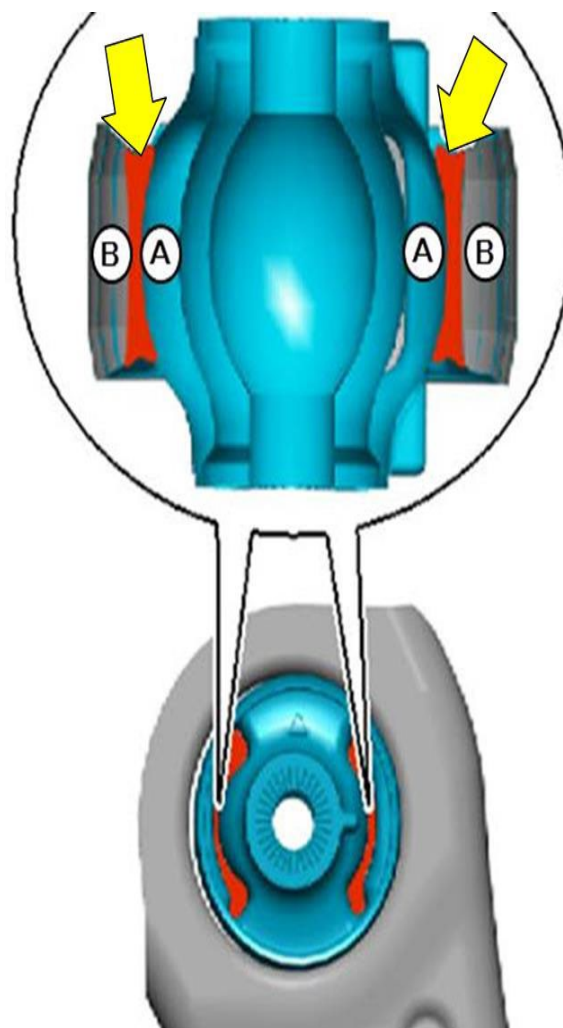
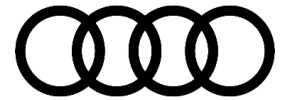


Figure 2. Kidney-shaped slits (yellow arrows) of the rear bonded rubber bushings.

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).

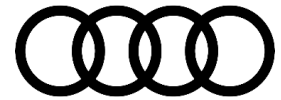


Figure 3. Lithium grease is applied on the red highlighted area only.

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



	Both lower control arms remove + reinstall	4017 20XX	See SRT with associated operations
	Deactivate/Activate HV system voltage (A3 e-tron Only)	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 2043424/17		

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.

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