



Technical Service Bulletin

42 Rattle noise from the rear suspension

42 23 54 2038689/8 December 12, 2023. Supersedes Technical Service Bulletin Group 42 number 23-53 dated August 4, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2020 – 2025	Not Applicable	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised Service (Updated procedure)
7	08/04/2023	Revised header (Added Model Years)
6	03/16/2022	Revised header (Added Model Year) Revised Warranty (Added Warranty Table)

Customer states:

- Clunking or rattling noises are heard from the rear suspension area when the vehicle is driven over bumps.

Technical Background

These noises can be caused by an improperly seated rear bump stop (which occurs when the rear bump stop was not fully inserted into the rear shock absorber mounting during PDI).

A bump stop installation tool (SET900) was developed to aid with the installation of rear bump stops during PDI (Figure 1). This tool provides the necessary leverage to seat the rear bump stop in the shock absorber mounting.



Figure 1. The SET900 bump stop installation tool.





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One SET900 tool was sent to all Audi dealers in November 2014. Additional tools can be purchased through the *Audi Special Tools and Equipment Program*

Production Solution

Not applicable.

Service

To ensure proper installation of rear bump stops (in Audi models without air suspension):

1. Clean the top of the rear bump stops and coat with tire mounting paste.
2. Use the SET900 special tool to fully press the rear bump stops into the upper shock mounts (Figure 2).
3. The purpose of the tool is to properly seat the rear bump stops in the rear shock mounts (Figure 3), which will prevent them from dropping out of the rear upper shock mounts and causing the noise.



Figure 2. The SET900 tool being used to install a rear bump stop.



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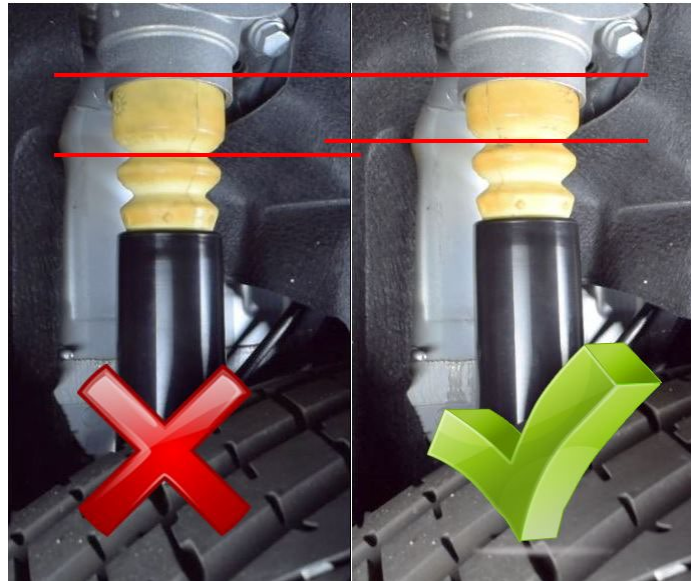


Figure 3. Comparison between rear bump stop installation without and with the SET900 tool.

NOTICE

Always ensure that the dust boot does not get caught on the top of the shock once the vehicle is lowered.



Tip: A video demonstrating the use of this tool is available at: <https://audi-external.kzoplatform.com:443/swf/player/286> (Figure 4).

See TSB 2039206: *00 Viewing TSB videos* for more information about viewing videos.





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Figure 4. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.

4. If the buffer stops were damaged during the vehicle transport, try to shape them correctly by warming them up slightly using a heat gun. If this is not possible, replace the affected components.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	4298		
Damage Code:	0020		
Labor Operations:	Secure rear axle buffer stop	4298 1399	10 TU
	Secure two rear axle buffer stops	4298 1499	20 TU
	Replace rear axle buffer stop	4298 5599	90 TU
	Replace rear axle buffer stop (Magnetic Ride)	4298 5599	100 TU
	Replace two rear axle buffer stops	4298 5699	140 TU
	Replace two rear axle buffer stops (Magnetic Ride)	4298 5699	160 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2038689/8		

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



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See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Buffer Stop	01/02

Tool Number	Tool Description
SET900	Bump stop installation tool

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2039206: *00 Viewing TSB videos.*

All parts and service references provided in this TSB (**2038689**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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