

Technical Service Bulletin



42 Noise from rear suspension - Repair Authorization

42 14 20 2036991/1 April 10, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 Cabriolet	2014	All	Not Applicable

Condition

Customer hears squeaking, clunking, or rattling noises from the rear of the vehicle when it is driven over bumps. This condition may also be identified at PDI.

Technical Background

The rear buffer stop may be out of place or require lubrication. In an effort to gain information regarding this condition, we request that you contact the Technical Assistance Center (TAC) before performing any repairs.

Production Solution

No changes to production have been made, as no issue has been identified.

Service

1. Verify that squeaking, clunking, or rattling noises are heard from the rear of the vehicle.
2. Make a recording of the noise and send it to chassis@audi.com.
3. Inspect the rear buffer stop (Figure 1) and shock mount. If the buffer stop is out of place, take a photo of its location. Do not perform any repairs.



Figure 1. Buffer stop (jounce bumper).

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4. Create a TAC ticket, and attach the photo to the ticket. If this is repeat repair for this condition, note it on the ticket.
5. Activate the TAC ticket promptly by calling TAC for further instruction.

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2036991) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.