



# TOTAL CAR CARE SERVICES

## TECHNICAL SERVICE BULLETINS

**Manufacturer:** Audi (Bulletin # 42 14 21 2021724/5)

**TCC Group:** 05-09-0814

**Subject:** Loud Cracking or Rubbing Noise When Steering

**Models:** 2006-2013 A3 (without Audi magnetic ride)  
2006-2015 TT (without Audi magnetic ride)

**Issue:** Loud cracking or rubbing noises are heard when the steering wheel is being turned. (The steering is not affected and operates normally)

NOTE: This bulletin does not apply to vehicles with magnetic ride suspension (which are equipped with rubber shock absorber stop and a plastic cap on the shock).

**Cause:** When the vehicle is being steered, the shock absorber stop can chafe on the plastic cap of the suspension strut. If the vehicle is lifted, the noise disappears. The boot may not be properly secured/installed, or may be deformed.

**Service:** NOTE: Ensure that this TSB is performed before replacing any additional components, such as suspension strut mountings, springs, or steering racks.

1. Brush silicone grease on the contact surface of the plastic cap of the suspension strut where it makes contact with the rubber stop (Figure 1).

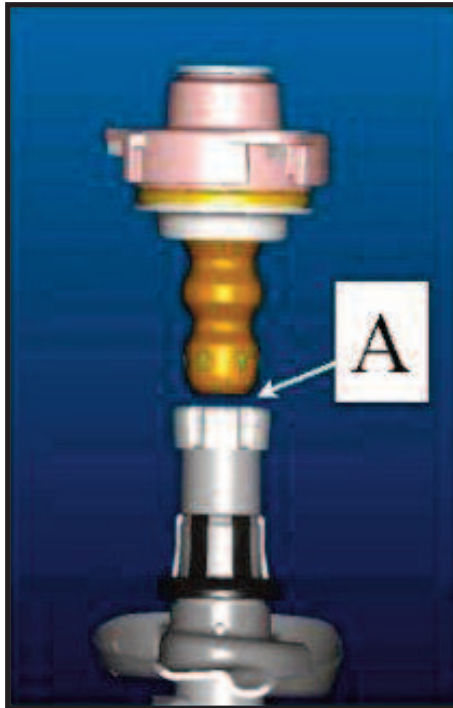
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*Figure 1. The contact surface of the plastic cap of the suspension strut (A).*

2. Attach the boot correctly on the slots of the upper mounting and the bottom of the damper. Slight deformations of the boot can be pressed out at room temperature.