



Technical Service Bulletin

43 Rear suspension lowering does not work

43 20 39 2059841/1 June 17, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2021	All	Adaptive suspension
Q8	2019 - 2021	All	Adaptive suspension

Condition

Customer states:

- The rear suspension lowering is intermittently not available.

Workshop findings:

At least one of the two DTCs is logged in the suspension control module, J775 (address word 0074):

- DTC C11B515** (Button for high load level, interruption/short circuit to positive).
- DTC C11B615** (Button for low load level, interruption/short circuit to positive).

Technical Background

If the button for the rear suspension lowering is unintentionally operated when driving (for example by objects moving in the trunk area), the rear suspension lowering is sporadically not available (Figure 1).



Figure 1. Location of the controls for lowering the rear suspension.

Production Solution

Not applicable.



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Service

1. Explain the functionality of the system to the customer, including the possibility of unintentionally operated when driving.
2. Clear the DTCs and release the vehicle.



Note:

Do not replace the J775 or the button for the rear suspension lowering or any other component in the vehicle.

Warranty

Claim Type:	• 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:	4316		
Damage Code:	0040		
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2059841/1		

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.

Additional Information

All part and service references provided in this TSB (2059841) 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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