



Technical Service Bulletin

34 Vibrations or rattling noises when pulling away in forward or reverse

34 18 32 2045108/2 February 26, 2018. Supersedes Technical Service Bulletin Group 34 number 16-19 dated September 26, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2016 - 2018	All	Not Applicable
A4, A4 allroad	2017 - 2018	All	Not Applicable
A5, A5 Cabriolet, A5 Sportback, and Q5	2018	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added Model Year 2018 A4, A5, and Q5. Added Model Year 2017 and 2018 A6) Revised <i>Warranty Table</i> (Added Q5)
1	09/26/2016	Initial publication

Customer states:

- There is rattling noises or vibrations when creeping in reverse or drive

or

- Rattling noises when changing from 1st to 2nd gear

For an example of the noise, see the video located at:
<https://audi-external.kzoplatfrom.com:443/swf/player/324>
(Figure 1).



Figure 1. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through



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computer internet browsers at the link provided in this bulletin.

Technical Background

Dual-mass flywheel installed with tension on drive plate.

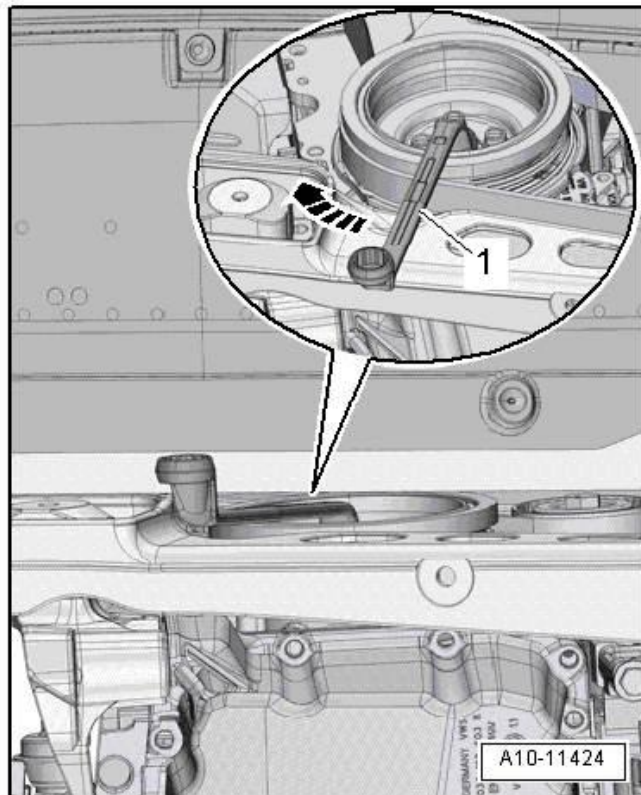
Production Solution

Not applicable.

Service

If the vehicle has the noise provided in the web link video. The installation tension has to be adjusted by removing the bolts connecting the drive plate to the dual-mass flywheel and reinstalling per the repair instructions below. If the directions are followed completely, the installation will be without tension and the noise will be eliminated.

1. With the vehicle on the hoist, remove the noise dampening pan for access per the repair manual. To perform the repair you will need either an offset wrench (Figure 2) or Special tools T40314 and T40263 (Figure 3) to be able to turn the engine crankshaft during the repair.





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Figure 2. Offset wrench.

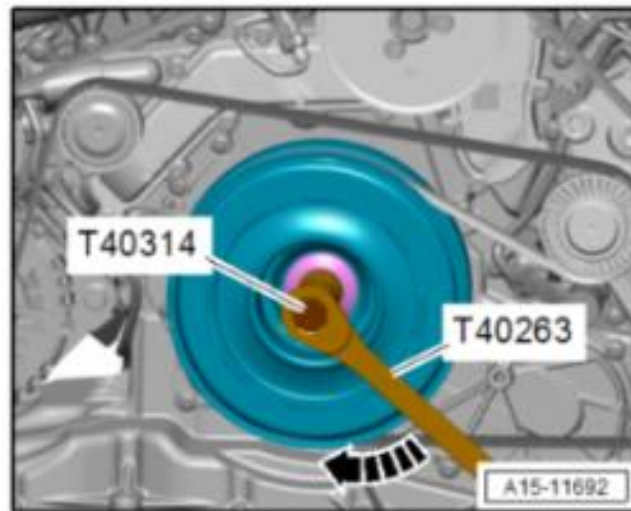


Figure 3. Special tools T40314 and T40263.

2. Remove the lower cover (Figure 4) from the transmission to gain access to the drive plate bolts.

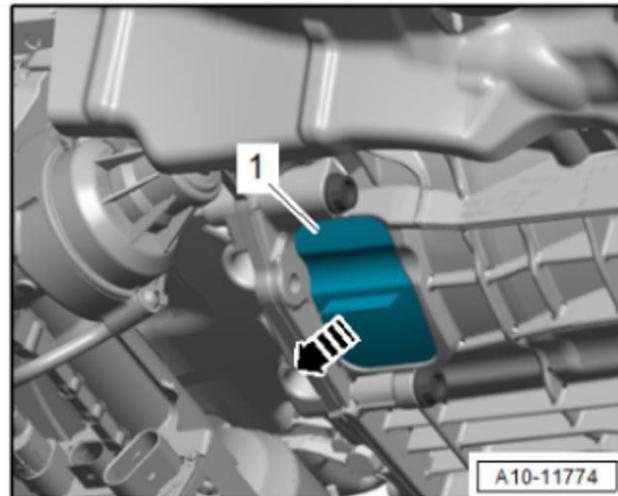


Figure 4. Lower bellhousing access cover.



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3. Remove the three bolts from the flywheel, turning the crankshaft 120° further in the direction of engine rotation to access the next bolt (Figure 5). Plan the removal of the bolts in order that transport protection tool -T40169- can be installed after the last bolt is removed. The installation aid must grip in the semi-circular recess -1- and also in the inspection hole -2-. Lock the plastic turret on the installation aid in the gearbox housing (Figure 6).

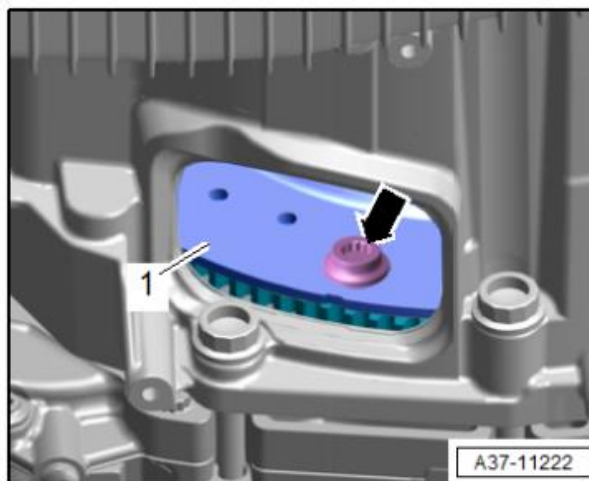


Figure 5. Flywheel bolt.

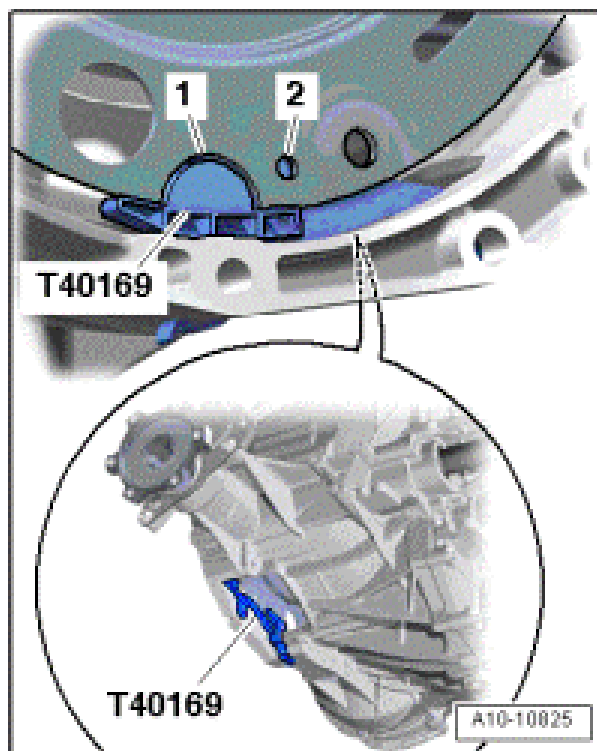


Figure 6. Installation of transport protection tool T40169.



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4. With the drive plate disconnected from the flywheel turn the crankshaft 360° in direction of the engine rotation arrow (Figure 7). Inspect the drive plate while turning to ensure that it is not bent.

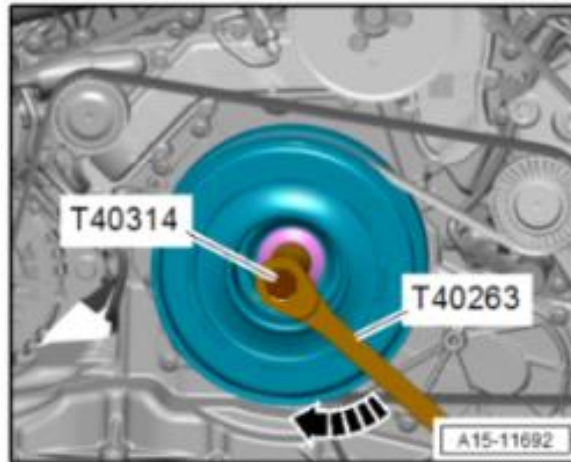


Figure 7. Turning in the direction of engine rotation.

5. After rotating the crankshaft 360° tighten the flywheel to the drive plate following the directions in the next steps carefully.
6. Remove the transport protection tool - T40169- and install the first bolt -arrow- (Figure 8):
 - Tighten the bolt to 10 Nm
 - Loosen the bolt again
 - Tighten the bolt to 2 Nm (hand-tight)

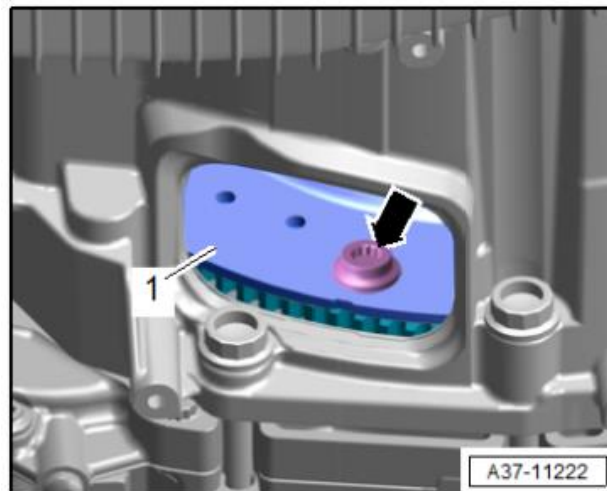


Figure 8. Flywheel bolt.

7. Turn the crankshaft on the vibration damper with an off-set ring spanner -1- 120° in the direction of the engine rotation.
8. In this crankshaft position, install the next flywheel bolt and tighten it to 60 Nm.
9. Turn the crankshaft another 120° in direction of the engine rotation and install the next flywheel bolt. Tighten the bolt to 60 Nm.



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10. Turn the crankshaft another 120° in direction of the engine rotation and tighten the last bolt (already installed hand tight).
11. Reinstall the lower bellhousing cover (Figure 9) and the noise dampening pan.

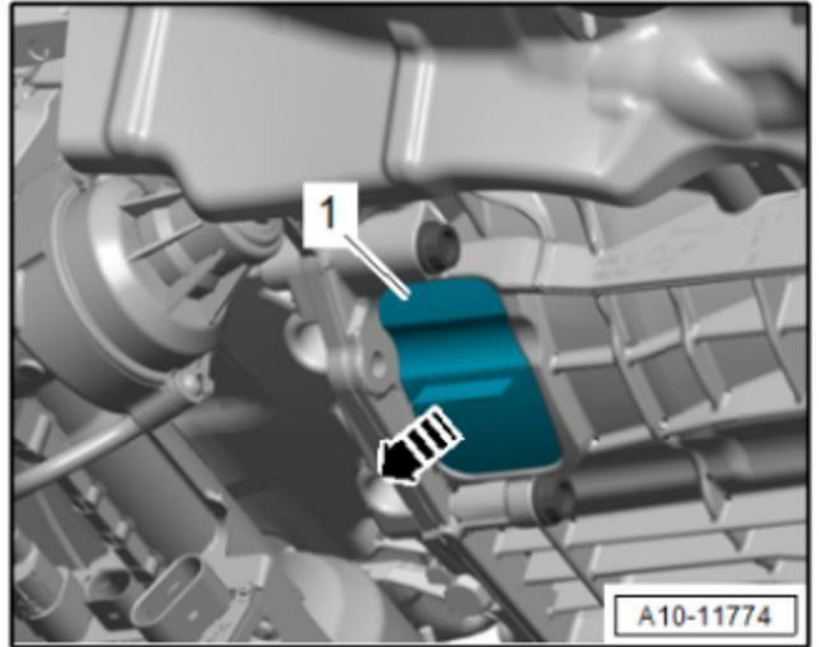


Figure 9. Lower bellhousing access cover.

12. Test drive the vehicle to confirm the repair.



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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 vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	1362		
Damage Code:	0013		
Labor Operations:	Noise dampening pan remove + reinstall (A4, A5, and A6 models only)	1082 2000	50 TU
	Noise dampening pan remove + reinstall (Q5 only)	1082 2000	40
	Loosen and reattach dual-mass flywheel	1362 1999	40 TU
Diagnostic Time:	GFF	No allowance	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 #2045108/2		

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 parts and service references provided in this TSB (2045108) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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