



# Technical Service Bulletin

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## 38 Shudder or rattle noise when pulling away in "D" or "R"

38 18 15 2051979/2 September 21, 2018. Supersedes Technical Service Bulletin Group 38 number 18-14 dated September 20, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3 e-tron	2017 - 2018	All	e-tron

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Updated link)
1	09/20/2018	Initial publication

### Customer concern:

- Rattle noise.

Or

- Shudder when pulling away in Drive or Reverse.

### Workshop findings:

- The concern can be reproduced. No faults are stored in the gearbox control module. The noise (if there is one) comes from the area between engine and gearbox.

For an example of the sound, see the video located at:

<https://audi-external.kzopplatform.com:443/swf/player/363> (Figure 1).



Figure 1. QR code for rattle noise.



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## Technical Background

Adjustment of clutch slip self-adaptation is out of range.

## Production Solution

Not applicable.

## Service

**Proceed in the following sequence to reset and adapt the clutch slip self-adaptation:**

1. Confirm the concern.
2. Change the ATF according to the Repair Manual.
3. Bring the vehicle in drive readiness with the power meter on ready (sufficient battery charge required). Apply the parking brake and the foot brake.
4. While the brakes are pressed, perform the following with the gear selector **N->D->N** 75 times. Each selection must remain selected for at least 1 second.
5. While the brakes are pressed, perform the following with the gear selector **N->R->N** in stationary 75 times. Each selection must remain selected for at least 1 second.
6. The concern should be repaired but there is a chance it will return within the next 35 miles of operation.
7. Test drive the vehicle for 35 miles.



**Tip:** The extended test drive must be performed for quality check. If the concern is going to return, it will do so within 35 miles of driving.

8. Recheck for the concern.
9. If the vehicle operation is now normal (there is always some slight shuddering during clutch slip phase) and there is no more rattling or heavy shuddering then the concern is repaired.
10. If the concern is not repaired open an Audi Technical Assistance Center contact, and contact the Audi Technical Assistance Center for further directions.



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## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	3511		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Remove and install front damping pan	1082 1900	40 TU
	Replace gear oil	3401 5556	50 TU
	Perform adjustment procedure	3435 0599	20 TU
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Extended road test after service procedure	0121 9999	60 TU
<b>Claim Comment:</b>	As per TSB #2051979/2		

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.

## 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
G 052 182 A2	Dual Clutch Gearbox Oil	06
See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA



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## Additional Information

All parts and service references provided in this TSB (2051979) are subject to change and/or removal.

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