



Technical Service Bulletin

39 Quattro Ultra vibrations or binding in tight turns

39 20 36 2059057/2 November 13, 2020. Supersedes Technical Service Bulletin Group 39 number 20-28 dated March 30, 2020 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|----------------------------|
| A4 | 2017 - 2020 | All | Quattro Ultra |
| A5, Q5 | 2018 - 2020 | All | Quattro Ultra |
| A6, A7 | 2019 - 2020 | All | Quattro Ultra |

Condition

| REVISION HISTORY | | |
|------------------|------------|------------------------------------|
| Revision | Date | Purpose |
| 2 | - | Revised <i>Service</i> (Added Tip) |
| 1 | 05/30/2020 | Initial publication |

Customer states:

- Noises from the drive train when pulling away quickly from a stop with the wheels turned.

Or

- Vibrations, humming, droning, or rubbing when fully turning the steering wheel in the vehicle interior and/or on the rear seats can be heard and felt.

Workshop findings:

- The customer statement(s) can be reproduced.

Or

- The noise can be reproduced and assigned to the all-wheel-drive clutch, propeller shaft, or rear differential.

And

- There are no DTCs stored in the transmission control module (TCM), J217 (address word 0002), or in the all-wheel-drive control module, J492 (address word 0022).



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Please review the audio/video example below: <https://audi-external.kzoplatform.com/player/medium/1649451546427004456> (Figure 1).

The video is also attached to this TSB under the attachments tab in the workshop manual.



Figure 1. The QR code for the supporting video.

Technical Background

Due to the different speeds between the front axle differential and the rear final drive, very tight cornering and closed four-wheel-drive clutch 1 can lead to varying degrees of humming, drumming, vibrations or binding.

Production Solution

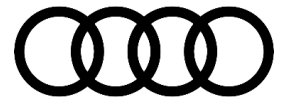
Not applicable.

Service

Try to reproduce the customer concern so that it can be clearly assigned to this Technical Service Bulletin.

Complete the repair in the following order:

1. Ensure the operating temperature of the S-tronic gearbox/manual gearbox.
2. Using ODIS Guided Functions, *All-Wheel Drive Electronics (address 0022)* >> *Control Module Functions* >> *Measured Values*: Read all the measured values and upload the diagnosis log to GFF paperless.
3. Completely drain the ATF of the four-wheel-drive clutch 1 and catch it.
4. Document the ATF quality with photos for warranty records and then dispose of the ATF properly.
5. Fill in the new ATF according to the repair manual (part number G 055 515 A2) and then set the ATF level according to the repair manual reusing the sealing bolts.



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6. Drive the vehicle to obtain the operating temperature of the transmission again.
7. Let the vehicle to cool down 30 minutes or longer.
8. Drive the vehicle to obtain the operating temperature of the transmission again.
9. Drain the ATF of four-wheel-drive clutch 1 again completely and dispose of the ATF properly.
10. Fill in the new ATF according to the repair manual (part number G 055 515 A2) and then set the ATF level according to the repair manual replacing the sealing bolts this time.
11. Drive the vehicle to obtain the operating temperature of the transmission again.
12. Let the vehicle to cool down 30 minutes or longer.
13. Perform the basic setting "Reset learnt values for oil ageing" using ODIS Guided Functions or Self Diagnosis, *All-Wheel Drive Electronics (address 0022) >> Control Module Functions >> Basic Settings >> Reset learnt values for oil ageing.*
14. Test drive to confirm normal operation.



Tip: The condition may take up to 60 miles of running before it is corrected. If the condition is still present after the repair do not take further repair steps until 60 miles have been driven.

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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 3960 | | |
| Damage Code: | 0020 | | |
| Labor Operations: | Remove and install rear damping pan | 1082 19xx | See SRT with associated operations |
| | Check the oil for the four-wheel-drive clutch (and document quality) | 0157 0199 | 10 TU |
| | Replace oil procedure per TSB (Including 3 test drives) | 0157 5699 | 90 TU |
| Diagnostic Time: | GFF | 0150 0000 | Time stated on the diagnostic protocol (Max 60 TU) |



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| | | | |
|-----------------------|--------------------------------------|-----------|-------|
| | Road test prior to service procedure | 0121 0002 | 10 TU |
| | Road test after service procedure | 0121 0004 | 10 TU |
| Claim Comment: | As per TSB #2059057/2 | | |

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 055515A2 | Transfer box gear oil (ATF) | 02 |
| N 90281802 | Seal Bolt (combination) | 02 |
| See ETKA | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |

Additional Information

All parts and service references provided in this TSB (2059057) are subject to change and/or removal.

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