



Technical Service Bulletin

13 Rattling noises at idle speed

13 20 12 2060662/2 December 18, 2020. Supersedes Technical Service Bulletin Group 13 number 20-08 dated September 15, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A7, Q5	2020 - 2021	All	DL382E

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added MY 2021 Q5 and A7) Revised <i>Warranty</i> (Updated Labor Operations and added A7 model) Revised <i>Additional Information</i> (Added references)
1	09/15/2020	Initial publication

Customer states:

- Knocking noises from the engine compartment can be heard when the engine is running.

Workshop findings:

- Knocking noise or rattling noise from the engine compartment at idle speed.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service


Checking the dual-mass flywheel part number:

- Use the repair history to check if the dual-mass flywheel has already been replaced after July 7th, 2020.



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2. If no replacement of the dual-mass flywheel has taken place after July 7th, 2020, Use ETKA with the VIN entered to check whether dual-mass flywheel part number 06L 105 266 B or part number 06L 105 266 C was installed at the factory. If part number 06L 105 266 B was installed it will be selectable and not greyed out (Figure 1). If 06L 105 266 C was installed at the factory it would be selectable and not greyed out.



04/19	GLB	yellow			
20	WHT 000 033 N	thrust washer		63,5X76,5X1,97	2
21	WHT 001 319	bolt - connecting rod		M9X50	8
22	WHT 001 760	screw, hex. hd.		M16X1,5X75	1
		seal ring			
		D	>> - 04.11.2019		
22	WHT 009 475	screw, hex. hd.		M16X1,5X75	1
		seal ring			
		D - 04.11.2019>>			
				with:	
23	06L 105 266 B	Dual-mass flywheel			1
		D	>> - 29.05.2020		
23	06L 105 266 C	Dual-mass flywheel			1
		D - 29.05.2020>>			

Figure 1. Dual mass flywheel in ETKA.

- If the vehicle was built with 06L 105 266 C or the dual-mass flywheel was replaced after July 7, 2020, then this TSB does not apply. Compare the noise to a like vehicle and if it is normal then do not replace the dual mass flywheel.
- If the vehicle was built with 06L 105 266 B and the dual-mass has not been replaced after July 7, 2020, then continue with this TSB.

Procedure for dual-mass flywheel with part number 06L105266B:

3. Replace the dual-mass flywheel with a dual-mass flywheel part number 06L105266C according to the repair manual, *Engine >> Servicing – 4-Cylinder 2.0L 4V TFSI Engine (EA 888 Generation III) >> 13 Crankshaft, Cylinder Block >> Cylinder Block, Transmission Side >> Dual Mass Flywheel, Removing and Installing*. The modification to index C optimizes the noise characteristics.



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4. When installing the new dual-mass flywheel, note whether the securing clip part number 0DK 141 145 (Figure 2) in the drive splines of the electric drive motor has been fitted according to the repair manual. If it is missing or damaged then replace the securing clip.

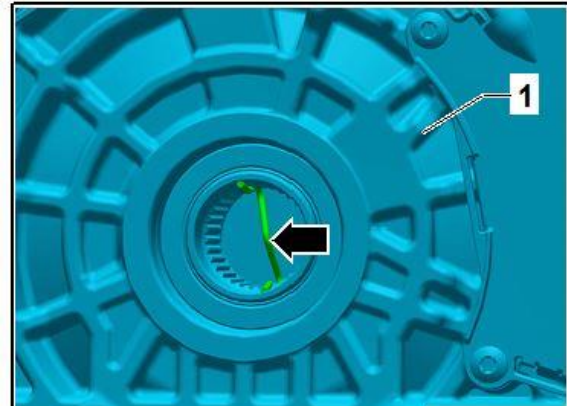


Figure 2. Securing clip.

5. When installing the transmission carefully guide the transmission and the engine evenly together and pay attention to the spring so it is not damaged during installation: *Drivetrain >> 7-Speed Dual Clutch Transmission 0DK >> 34 Controls, Housing >> Transmission, Removing and Installing >> Transmission, Installing.*
6. Test drive to confirm the repair.

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:	1362		
Damage Code:	0020		
Labor Operations:	Dual mass flywheel remove + reinstall	1362 1950	See SRT with associated operations
	Transmission remove + reinstall (Q5)	3435 1927	See SRT with associated operations
	Transmission remove + reinstall (A7)	3435 1918	
	Disable HV system voltage	9310 0000	See SRT with associated operations



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	Vehicle front + rear measured	4495 0350	See SRT with associated operations
	Adjust alignment (If necessary)	See Elsa	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 40 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 #2060662/2		

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

The part numbers mentioned in this TSB are different from the ones listed in ETKA. Only use parts listed in this TSB. If the Dual Mass Flywheel part number 06L 105 266 C supersedes a newer part use the superseded part number.

Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
06L105266C	Dual Mass Flywheel	01
N 90665001	Bolt, with polygon socket head	08

Additional Information

More information on this system can be found in the following resources:

- Elsa: Engine >> Servicing – 4-Cylinder 2.0L 4V TFSI Engine (EA 888 Generation III) >> 13 Crankshaft, Cylinder Block >> Cylinder Block, Transmission Side >> Dual Mass Flywheel, Removing and Installing.



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- Elsa: Drivetrain >> 7-Speed Dual Clutch Transmission 0DK >> 34 Controls, Housing >> Transmission, Removing and Installing >> Transmission, Installing.

All parts and service references provided in this TSB (2060662) are subject to change and/or removal.

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