



Technical Service Bulletin

13 Gearbox: Service info on noises from drivetrain, dual-mass flywheel

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and A4 allroad	2017 – 2024	All	DL 382 Transmission
Q5	2018 – 2024		
A5, A5 Cabriolet, A5 Sportback, and A7	2019 – 2024		
Q5 e quattro	2020 – 2024		
Q5 Sportback	2021 – 2024		
A7 e quattro	2021 - 2022		

Condition

Customer states:

Rattling noise from engine while idling and not under load, shortly before the vehicle stops.

Workshop findings:

- Rattling noises while idling in transmission position P, estimated to come from the dual-mass flywheel.
- The noise is reduced when gear selector is moved to position D or R.

Technical Background

The noise is caused by rotational irregularities in the engine.

Production Solution

Not applicable.

Service

Check all engine components that can cause the ignition or injection systems to function irregularly. (The complaint can be caused by misfires or fluctuating idle speeds).

Visual inspection of dual-mass flywheel:



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- The flange for drive plate and the drive plate can be checked for lateral runout via the service opening (figure 1).



Figure 1: Visual inspection through the service opening.

- Impermissible lateral runout can be detected without measurement tools when the engine is running. Please observe the video STV_0412 located in SSP 678 in the Audi Knowledge Tank.
- Also ensure that no traces of grease or oil are detected.

If no irregularities can be determined, then the dual-mass flywheel is working as intended.



Please do not repair. The noises are construction-related and normal. No damage occurs to components. Explain the background to the customer.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information



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All part and service references provided in this TSB (**2072713**) 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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