

# Technical Service Bulletin



## 39 Squealing, howling, or whistling noise from under vehicle when cold

39 14 14 2028902/3 May 5, 2014. Supersedes Technical Service Bulletin Group 39 number 12-12 dated June 12, 2012 for reasons listed below.

| Model(s)                 | Year        | VIN Range       | Vehicle-Specific Equipment |
|--------------------------|-------------|-----------------|----------------------------|
| A4, A5, A5 Cabriolet, Q5 | 2009 - 2014 | All             | Audi quattro               |
| A6, A7                   | 2012        | 00001 - 079309  | Audi quattro               |
| A8                       | 2011        | All             | Audi quattro               |
| A8                       | 2012        | 000001 - 019730 | Audi quattro               |
| Q7                       | 2009 - 2012 | All             | Audi quattro               |

## Condition

| REVISION HISTORY |           |   |
|------------------|-----------|---|
| Revision         | Date      | Purpose   |
| 3                | -         | Revised title<br>Revised header data (Added 2013 and 2014 models) |
| 2                | 6/12/2012 | Revised header data (Added Audi Q7)                               |
| 1                | 3/14/2012 | Original publication  |

A squealing, howling, or whistling noise may be heard coming from under the vehicle. The condition is typically noticed when the vehicle is cold and is moving at speeds of 5 - 60 mph.

## Technical Background

The noise is from the intermediate bearing of the propeller shaft.

## Production Solution

Lubrication of intermediate bearing was increased, and further clearance of the shaft extension was achieved.

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## Service

1. Verify that the noise is coming from the intermediate bearing of the propeller shaft by using chassis ears or a similar listening device.
2. If the noise is coming from the intermediate bearing, replace the propeller shaft. Follow the procedure in Elsa.
3. Test drive and verify that the noise is no longer present.

## Warranty

|                          |  |              |          |
|--------------------------|--|--------------|----------|
| <b>Claim Type:</b>       | Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.        |              |          |
| <b>Service Number:</b>   | 3902   |              |          |
| <b>Damage Code:</b>      | 0020   |              |          |
| <b>Labor Operations:</b> | Propeller shaft remove and install   | 3902 19XX    | See Elsa |
| <b>Diagnostic Time:</b>  | GFF  | No allowance | 0 TU     |
|                          | Road test prior to service procedure   | 0121 0002    | 10 TU    |
|                          | Road test after service procedure  | 0121 0004    | 10 TU    |
|                          | Technical diagnosis at dealer's discretion<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) |              |          |
| <b>Claim Comment:</b>    | As per TSB #2028902/3  |              |          |

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

| Part Number                           | Part Description | Quantity |
|---------------------------------------|------------------|----------|
| See ETKA for appropriate part number. | Propeller shaft  | 1        |

## Additional Information

All parts and service references provided in this TSB (2028902) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.