



# Technical Service Bulletin

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## 39 Quattro Ultra vibrations or binding in tight turns

39 20 28 2059057/1 March 30, 2020.

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

### 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).

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.*



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## 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.
6. Drive the vehicle to obtain operating temperature of the transmission again.
7. Let the vehicle to cool down 30 minutes or longer.
8. Drive the vehicle to obtain 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 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 repair.



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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>	3960		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Remove and install rear damping pan	1082 19xx	See SRT
	Check oil for four-wheel drive clutch (and document quality)	0157 0199	10 TU
	Replace oil procedure per TSB (Including 3 test drives for)	0157 5699	90 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 60 TU)
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2059057/1		

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



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## Additional Information

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

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