



Technical Service Bulletin

13 Rattling noises at idle speed

13 20 08 2060662/1 September 15, 2020.

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

Condition

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.
- 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 the 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.



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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
					with:		
					seal ring		
					D >> - 04.11.2019		
22	WHT	009	475		screw, hex. hd.	M16X1,5X75	1
					with:		
					seal ring		
					D - 04.11.2019>>		
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 normal 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.
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.

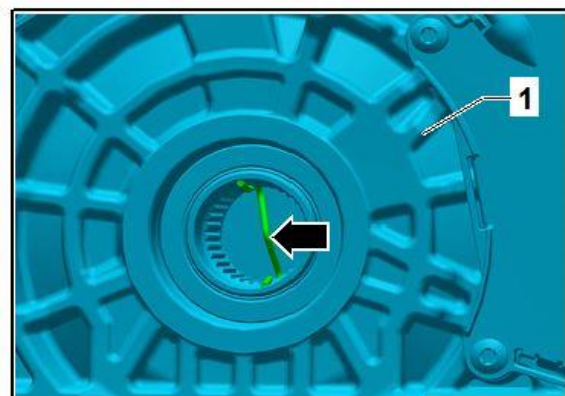
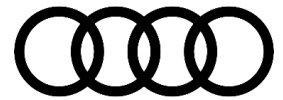


Figure 2. Securing clip.



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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 ODK >> 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 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 1999 Or 1362 1950 (Q5)	20 TU Or See SRT with associated operations
	Transmission remove + reinstall	3435 1927	See SRT with associated operations
	Disable HV system voltage	9310 0000	See SRT with associated operations
	Vehicle front + rear measured	4495 0350	See SRT with associated operations
	Adjust alignment (If necessary)	See Labor Operation	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 40 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 #2060662/1		

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

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 to 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

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

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