



Technical Service Bulletin

39 Quattro Ultra vibrations or binding in tight turns

39 21 40 2059057/3 February 26, 2021. Supersedes Technical Service Bulletin Group 39 number 20-36 dated November 13, 2020 for reasons listed below.

| 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

| REVISION HISTORY | | |
|------------------|------------|---|
| Revision | Date | Purpose |
| 3 | - | Revised <i>Service</i> (Repair expanded for cases not repaired by oil change procedure) |
| 2 | 11/13/2020 | Revised <i>Service</i> (Added Tip) |
| 1 | 05/30/2020 | Initial publication |

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).



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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.

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,

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. Check the vehicle repair history to see if this TSB has already been performed and has been driven at least 60 miles since the repair was performed. If it has not already been performed continue to step 2. If it has been performed and has been driven at least 60 miles skip to step 16.
2. Ensure that the S-tronic transmission/manual transmission is at operating temperature.
3. 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.



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4. Completely drain the ATF of the four-wheel-drive clutch 1 and catch it.
5. Please document and take photos of the ATF quality and upload them into DOC-IT with the repair order, before disposing of the ATF properly. Photos should:
 - Have a date stamp and VIN reference.
 - Be taken in focus and with sufficient light.
6. 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.
7. Drive the vehicle to obtain the operating temperature of the transmission again.
8. Let the vehicle to cool down 30 minutes or longer.
9. Drive the vehicle to obtain the operating temperature of the transmission again.
10. Drain the ATF of four-wheel-drive clutch 1 again completely and dispose of the ATF properly.
11. 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.
12. Drive the vehicle to obtain the operating temperature of the transmission again.
13. Let the vehicle to cool down 30 minutes or longer.
14. 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.*
15. Test drive to confirm normal operation.



Tip: The condition may take up to 60 miles of running before it is corrected. If the condition is still present after the repair do not take further repair steps until 60 miles have been driven.

16. If the condition is **repaired**, then release the vehicle to the customer and skip steps 17 and 18.
17. If the condition is still **present**, after the oil change procedure has been performed and 60 miles have been driven, then replace the All-Wheel Drive Clutch as per the Elsa repair manual.
18. Finish the repair by using ODIS Guided Functions, *All-Wheel Drive Electronics (address 0022) >> Control Module Functions >> Replace control module.*



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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: | 3960 | | |
| Damage Code: | 0020 | | |
| Labor and Diagnostic Time for oil change procedure (Steps 1-16). Only claim if actually performed and documented. | | | |
| Labor Operations: | Remove and install rear damping pan | 1082 19xx | See SRT with associated operations |
| | Check the oil for the four-wheel-drive clutch (and document quality) | 0157 0199 | 10 TU |
| | Replace oil procedure per TSB (Including 3 test drives) | 0157 5699 | 90 TU |
| Diagnostic Time: | 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 |
| Claim Comment: | As per TSB #2059057/3 | | |
| Labor and Diagnostic Time for replacing the All-Wheel Drive Clutch (Steps 17 -18). Only claim if actually performed and documented. | | | |
| Labor Operations: | Remove and install Propeller Shaft | 3902 19xx | See SRT with associated operations |
| | AWD clutch unit remove + reinstall | 3960 1950 | 50 TU |
| | AWD clutch unit replace | 3960 5550 | 10 TU |



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| | | | |
|-------------------------|--------------------------------------|-----------|--|
| Diagnostic Time: | 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 |
| Claim Comment: | As per TSB #2059057/3 | | |

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

| Parts for Oil Change Procedure (Steps 1-16) Only claim if actually performed and documented. 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 |
| See ETKA | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |

| Parts for replacing the All-Wheel Drive Clutch (Steps 17 -18). Only claim if actually performed and documented. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. | | |
|---|--|---------------|
| Part Number | Part Description | Quantity |
| Order to VIN | Four Wheel Coupling | 01 |
| N 91239202 | Bolt Hexagon socket flat head bolt M8 x 100 | 01 |
| N 10739501 | Bolt Hexagon socket flat head bolt M8 x 70 | 03 |
| See ETKA | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |



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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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