



Technical Service Bulletin

39 Noises and/or vibrations in tight turns

39 21 41 2059129/2 March 2, 2021. Supersedes Technical Service Bulletin Group 39 number 20-30 dated April 29, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2020	All	0D5 transmission
Q8	2019 - 2020	All	0D5 transmission

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated Labor Operation)
1	04/29/2020	Initial publication

Customer states:

- Noises and/or vibrations in tight turns (parking lots or U-turns).

Workshop findings:

- Noises and/or vibrations in tight turns can be reproduced. Compared with an identical comparison vehicle (model, tire size, and body style) the concern on the affected vehicle under identical conditions is significantly more noticeable.

Technical Background

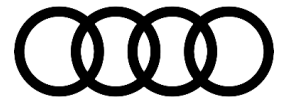
Because of the different speeds between the front and rear differentials, the locking effect of the center differential can differ significantly in tight bends (full or nearly full steering lock). This effect has a resulting tension of the drivetrain that can lead to noises or vibrations during tight turns.

The tension does not have a negative effect on the service life of the components.

Production Solution

Not applicable.

Service



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This concern is **only** a comfort problem. This behavior is construction-related and there are no damaged parts.

If the concern can be duplicated and it is confirmed to be worse than a like vehicle, changing the oil for the center differential can be attempted.

Before changing the oil these other factors can also cause this condition and must be ruled out:

- Wheels/Tires: Tread depth (tires almost worn out or tread depths are significantly different from one tire to another, hardness, the width of tire or wheel, summer or winter wheels, different tire manufacturers other than original equipment).
- Additional tension in the drivetrain due to wheel alignment.
- Possible noise transmission of the drivetrain mounts, subframe mounts, or noisy wheel bearings.
- Different acoustics depending on body type (Sedan, Avant, and SUV).

If the above are ruled out change the oil of the center differential according to the repair manual.



Tip: It can take up to 600 miles for the condition to improve due to additives in the oil.

If the concern returns after 600 miles of driving open an Audi Technical Assistance Center case and contact the Audi Technical Assistance Center.

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:	3936		
Damage Code:	0020		
Labor Operations:	Change oil for the center differential	3990 5599	110 TU
Diagnostic Time:	GFF	No allowance	0 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 #2059129/2		

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.



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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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
G 055145A2	Axle oil for the transfer box	01

Additional Information

All parts and service references provided in this TSB (2059129) are subject to change and/or removal.

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