



Technical Service Bulletin

39 quattro Ultra vibrations or binding in tight turns

39 24 63 2059057/9 July 8, 2024. Supersedes Technical Service Bulletin Group 39 number 24-60 dated April 3, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and A4 allroad	2017 - 2025	All	Rear differential with uncoupling feature
S4	2018 - 2025		
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2018 - 2024		
RS 5	2018 - 2019 2021 - 2024		
RS 5 Sportback	2019 2021 - 2024		
A6, A6 allroad, S6, A7, and S7	2020 - 2025		
RS 6 Avant, and RS 7	2021 - 2025		
A7 e quattro	2021 - 2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
9	-	Revised <i>Service</i> (Adjusted measure) Revised <i>Condition</i> (Adjusted workshop findings)
8	04/03/2024	Revised Header (Added MY 2025)
7	02/15/2024	Revised Header (added MY 2024)

Customer states:

- Noises from the drive train (S tronic gearbox, manual gearbox, propshaft, and/or rear final drive) when pulling away quickly from a stop with the wheels turned.



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and/or

- Vibrations, humming, droning, or rubbing can be heard **and/or** felt in the vehicle interior **and/or** the rear seats when fully turning the steering wheel.
and/or
- Vibrations, humming, droning, or rubbing can be heard **and/or** felt in the vehicle interior **and/or** on the rear seats when driving in a straight line, particularly in wet conditions.

Workshop findings:

- The customer statement(s) can be reproduced.
and/or
- The noises in the vehicle interior can be reproduced (see attached video)
 - Note: The noises change as the operating temperature increases.
and/or
- Noises from the all-wheel drive coupling 1 of the S tronic gearbox/manual gearbox.
and/or
- Noises from the rear of the vehicle.
and/or
- The noises can be traced to the rear final drive.
and/or
- The noises can be traced to the propshaft.
and/or
- The vibrations, humming, or droning can be reproduced on the rear seat.
and/or
- The noises can also be perceived as a knocking sound from the rear of the vehicle.
and/or
- The noises can also occur when driving in a straight line -> particularly on wet roads.

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.





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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, varying degrees of humming, droning, vibrations, or rubbing can occur when taking very tight corners, driving in a straight line (especially on wet roads), and when the all-wheel drive coupling 1 is closed.

Production Solution

Not applicable.

Service

Try to reproduce the customer concern (based on the description/workshop findings/event memory entries), so that it can be clearly assigned to this Technical Service Bulletin. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/gearbox code, PR number(s), part number, software version, code etc.) apply exactly. Otherwise, this measure will not eliminate the problem, and repeat repairs may be necessary. In such a case, we may reject warranty claim and charge back the cost of parts.


Complete the repair in the following order:

- Check that the S tronic transmission/manual transmission is at operating temperature.
 - 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.
- Completely drain off and collect ATF from the all-wheel drive coupling 1.
- 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.
- Add new ATF according to the repair manual (part number G 055 515 A2) **and** then set the ATF level according to the repair manual.
- Check that the S tronic transmission/manual transmission is at operating temperature.
- Let the vehicle cool down.
- Check that the S tronic transmission/manual transmission is at operating temperature.
- Completely drain off ATF from all-wheel drive coupling 1 again and dispose of the ATF properly.
- Add new ATF according to the repair manual (part number G 055 515 A2) **and** then set the ATF level according to the repair manual.
- Check that the S tronic transmission/manual transmission is at operating temperature.



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- Let the vehicle cool down.
- 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.*

 NOTICE
The measure will become effective within the next 60 miles.

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 Operations:	Remove and install rear damping pan	1082 19XX	See SRT with associated operations
	Replace oil for all-wheel drive coupling	0157 5599	30 TU
	Check the oil for the four-wheel-drive clutch (and document quality)	0157 0199	10 TU
	Replace oil for all-wheel drive coupling	0157 5699	30 TU
Diagnostic Time:	GFF	0150 0060	Labor according to diagnostic log
	Charge battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2059057/9		

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



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Parts for Oil Change Procedure. 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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

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

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