



Technical Service Bulletin

39 Continued quattro Ultra vibrations or binding in tight turns

39 24 64 2074618/1 July 17, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and A4 allroad	2017 - 2021	All	quattro Ultra
S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, Q5, and SQ5	2018 - 2021		
RS 5	2018 - 2019 2021		
A6, and A7	2019 - 2021		
RS 5 Sportback	2019 2021		
A6 allroad, S6, S7, and Q5 e quattro	2020 - 2021		
RS 6 Avant, A7 e quattro, RS 7, Q5 Sportback, and SQ5 Sportback	2021		

Condition

Customer states:

There are noises from the drive train (S tronic gearbox, manual gearbox, propshaft, and/or rear final drive) when pulling away quickly from a standstill with the wheels turned.

and/or

Vibrations, humming, droning, or rubbing can be heard **and/or** felt in the vehicle interior **and/or** on the rear seats when the steering wheel is turned to full lock.

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:



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The customer complaint(s) can be reproduced.

and/or

Noises from the four-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.

and/or

The noises in the vehicle interior can be reproduced (see videos 1 and 2).



NOTICE

The noises change as the operating temperature increases.



Video 1: <https://audi-external.kzoplatform.com/player/medium/2787316587877635582>



Video 2: <https://audi-external.kzoplatform.com/player/medium/2787322504396412567>

Technical Background



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Because of the different speed 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 four-wheel drive coupling 1 is closed.

Production Solution


Not applicable.

Service

Try to reproduce the customer complaint (based on the description/workshop findings/event memory entries), so that it can be clearly assigned to this TSB. 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 the warranty claim and charge back the cost of parts.

Complete the measure as described below and in the specified order:

If the measures in TSB 2059057: *39 quattro Ultra vibrations or binding in tight turns* do not fix the problem within 60 miles, proceed as follows:

 NOTICE
TSB 2059057 becomes effective within the next 60 miles after the fluid is changed.

Replace the four-wheel drive coupling according to the Workshop Manual.

Warranty

Claim Type:	110 Up to 48 Months/50,000 Miles. G10 for CPO Covered Vehicles – Verify Owner. If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	3960
Damage Code:	0020



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Labor Operations:	Remove and install propshaft	3902 19xx	See SRT with associated operations
	Remove and install four-wheel drive coupling	3960 1950	See SRT with associated operations
	Replaced four-wheel drive coupling	3960 5550	See SRT with associated operations
Diagnostic Time:	GFF	0151 0000	Labor according to diagnostic log
	Charge battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2074618/1		

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.

Additional Information

All part and service references provided in this TSB (**2074618**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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