



Technical Service Bulletin

39 quattro Ultra vibrations or binding in tight turns

39 24 65 2059057/10 July 27, 2024. Supersedes Technical Service Bulletin Group 39 number 24-63 dated July 8, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and A4 allroad	2017 – 2025	All	quattro Ultra
S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, Q5, and SQ5	2018 – 2025		
RS 5	2018 – 2019 2021 – 2025		
RS 5 Sportback	2019 2021 – 2025		
A6, A6 allroad, S6, A7, S7, and Q5 e quattro	2020 – 2025		
RS 6 Avant, RS 7, Q5 Sportback, and SQ5 Sportback	2021 – 2025		
A7 e quattro	2021 – 2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
10	-	Revised <i>Service</i> (Adjusted measure) Revised <i>Warranty</i> (Adjusted repair operations)
9	07/08/2024	Revised <i>Service</i> (Adjusted measure) Revised <i>Condition</i> (Adjusted workshop findings)
8	04/03/2024	Revised Header (Added MY 2025)

Customer states:



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- 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.
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.kzoplatfrom.com/player/medium/1649451546427004456>

The video is also attached to this TSB under the attachments tab in the workshop manual.

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



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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.
- Completely drain off and collect ATF from the all-wheel drive coupling 1.
- 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.
- 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

This measure will become effective within the next 60 miles after the service procedure.

Warranty

Claim Type:	If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	3960
Damage Code:	0020



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Labor Operations:	Remove and install rear noise insulation	1082 19XX	See SRT with associated operations
	Vehicles equipped with damper weight ONLY: Front propshaft flange: remove and install heat shield and damper weight	3983 1999	30 TU
	Drain and fill oil for all-wheel drive coupling	0157 1799	30 TU
	Replace oil for all-wheel drive coupling	0157 5599	30 TU
Diagnostic Time:	GFF	0150 0060	Labor according to diagnostic log
	Extended road test after measure	0121 0199	According to punch time (Max 200 TU)
Claim Comment:	As per TSB 2059057/10		

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. 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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