



Technical Service Bulletin

13 Starter/generator drive belt is noisy or came off

13 24 28 2061461/11 September 24, 2024. Supersedes Technical Service Bulletin Group 13 number 24-25 dated July 16, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2019 – 2024	All	Not Applicable
A4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, Q5, and Q5 Sportback	2021 – 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
11	-	Revised <i>Warranty</i> (Updated labor operations)
10	07/17/2024	Revised header (Updated model years) Revised <i>Production Solution</i> (updated solution) Revised <i>Warranty</i> (Updated labor operations)
9	03/08/2024	Revised <i>Warranty</i> (Updated Labor Operations) Revised <i>Condition</i> (removed DTC code from Workshop Findings)

Customer states:

- There is a grinding/squeaking/tweeting noise coming from the engine compartment.

and/or

- A message in the driver information system (DIS) displays "Electrical system: Malfunction! Please go to workshop" (if the poly V-belt has fallen off).

Workshop findings:

- The grinding/squeaking/tweeting noise is coming from the poly V-belt (alternator belt).

and/or



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- The poly V-belt is damaged or has fallen off the wheel roller.

Technical Background 1

Deviation on the rollers of the belt tensioner.

Production Solution

	Vehicle	Belt Tensioner	Poly V-belt
USA	A4/A5	WA19AAF48MA085698 (23.07.2021)	WAUZZZF54RA057164 (16.01.2024)
	A6/A7	WAUZZZF24NN007843 (22.07.2021)	WAUE3BF22RN032270 (14.12.2023)
	Q5	WA1EAAFY1N2021046 (23.09.2021)	WA1EAAFY9R2100633 (30.04.2024)

Service

Scenario 1: Grinding, squeaking, or tweeting noises



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1. Let the engine run at idle speed and assess the noise.

An example of the noise can be found in the following video:

<https://audi-external.kzoplatform.com/player/medium/1823282939031459668> (Figure 1).



Figure 1. QR code for supporting video.

2. For final confirmation of the source of the noise, spray the inside of the poly V-belt with a little tap water. One spray blast out of a commercially available water spray bottle is enough. The noise should disappear as a result.
3. If the noise disappears after spraying with water, replace the poly V-belt and belt tensioner. **If a new belt tensioner has already been installed, do not replace it again.**
Replacing the belt-driven starter-generator will not fix the problem.

Scenario 2: Poly V-belt damaged or fallen off

1. Replace the belt tensioner and poly V-belt. **If a new belt tensioner has already been installed, do not replace it again.**

Check for correct belt running alignment after poly V-belt and tensioner replacement as follows:

1. Run the engine at idle speed.
2. The belt must not protrude forward or backward over the roller edge of the tensioner (Figure 2, red marks).



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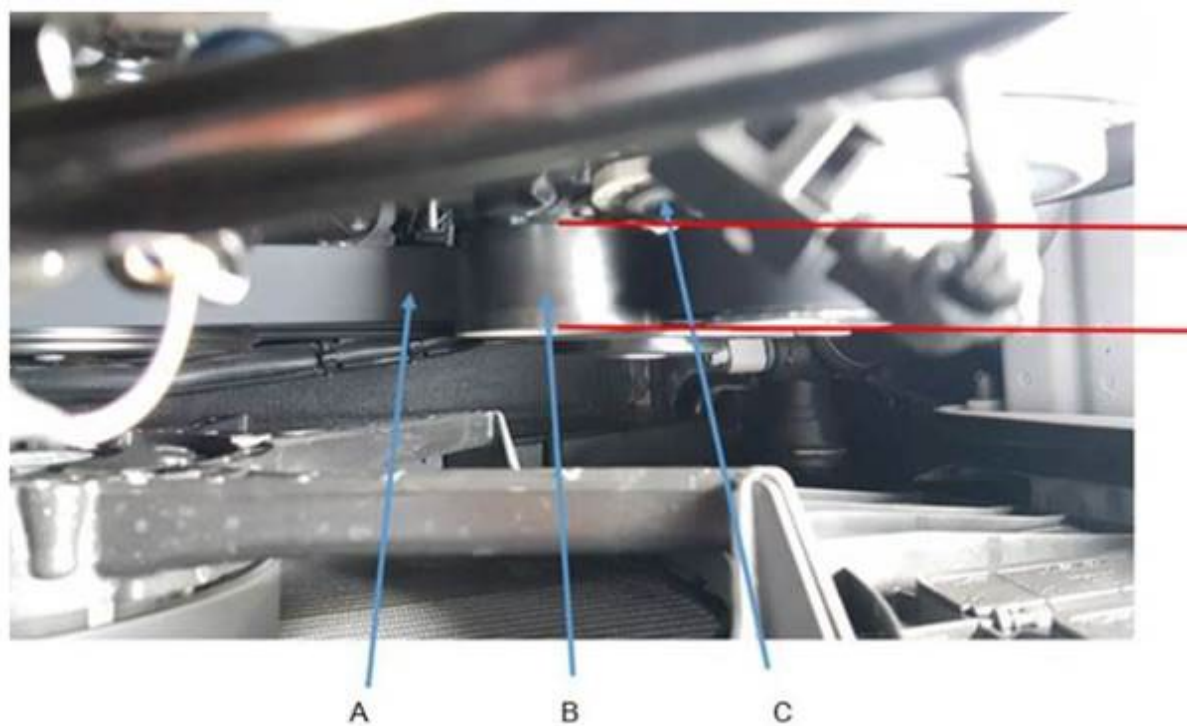


Figure 2. Check to ensure that the poly V-belt is not protruding in either direction.

Explanation of Figure 2 (view from above into the engine compartment):

A = poly V-belt.

B = tensioning roller of the belt tensioner.

 **NOTICE**

Please ensure that the belt tensioner (including the retaining tab) is not damaged during removal. Damage to the component would make analyzing the parts impossible. In such cases, we may charge back the damaged parts.



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Figure 3. Examples of damaged parts.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	1373		
Damage Code:	<ul style="list-style-type: none"> 0020 (Noisy belt) 0015 (Belt came off) 		
Labor Operations:	Ribbed belt remove + install	1372 19XX	See SRT with associated operations
	Belt tension damper remove + install	1373 19XX	See SRT with associated operations
	Check Poly V-Belt run alignment	1372 0199	10 TU



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	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2061461/11		

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

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
See ETKA	Belt Tensioner	01
See ETKA	Poly-V Belt	01

Additional Information

All part and service references provided in this TSB (**2061461**) are subject to change and/or removal.

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