

Technical Service Bulletin

39 Gearbox: droning noises/vibrations in tight corners, vehicles with PR number GH4 (quattro with ultra technology)

39 24 76 2075681/2 December 3, 2024. Supersedes Technical Service Bulletin Group 39 number 24-75 dated October 21, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and A4 allroad	2017 – 2025	All	Not Applicable
S4, Q5, and SQ5	2019 – 2025		
A6, and A7	2019 – 2025		
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2019 – 2025		
RS 5, and RS 5 Sportback	2019 2021 – 2024		
A6 allroad, S6, 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
2	-	Revised <i>Service</i> (Adjusted measure description)
1	10/21/2024	Initial publication

Customer States:

- There are audible noises from the drive train (gearbox, drive shaft and/or rear final drive) when pulling away quickly from a standstill with the wheels turned.

and/or



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- 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.

Workshop findings:

- The customer statement can be reproduced.

Technical Background 1

The friction system of the four-wheel drive clutch may change slightly over a long period of time when the proportion of all-wheel drive use is very low. The following procedure can be used to resolve the customer complaint.

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 the parts.



To ensure the noise/complaint can be clearly assigned, please scan the QR Codes below (Figures 1 and 2) and refer to the videos below.



Figure 1. [https://audiexternal.](https://audiexternal.kzoplatfrom.com/player/medium/2787316587877635582)

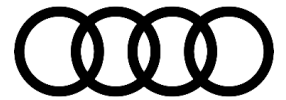
[kzoplatfrom.com/player/medium/2787316587877635582](https://audiexternal.kzoplatfrom.com/player/medium/2787316587877635582)



Figure 2. [https://audiexternal.](https://audiexternal.kzoplatfrom.com/player/medium/2787322504396412567)

[kzoplatfrom.com/player/medium/2787322504396412567](https://audiexternal.kzoplatfrom.com/player/medium/2787322504396412567)

If the complaint is confirmed, proceed as follows:



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WARNING

Using application programs while driving can distract the driver from the road.

- If the driver is distracted, this can lead to accidents and injuries.
- Observe the road traffic regulations. They have priority over any driving instructions.
- Always perform the program with a second person who operates the test equipment.
- Make sure that test equipment in the vehicle does not distract the driver.



WARNING

Danger due to the transportation of unsecured test equipment. If test equipment is transported unsecured or in the range of airbags, this could cause injuries in certain maneuvers or in the event of an accident.

- Make sure that the test equipment is secured properly.
- Do not transport test equipment in areas in which airbags inflate.
- If possible, use test equipment on the rear seat bench. If there is no rear seat bench, keep test equipment flat on the passenger's lap. The passenger must operate the equipment. Move the passenger seat as far back as possible.



To perform this work, you will need a suitable area on which it is possible to drive in circles safely. The requirements are the same as those which apply to the system function test for the all-wheel drive system. A second person must assist in operating the ODIS tester during the road test.

1. Drive the vehicle to a cordoned-off area or to an area where it is safe to drive with the steering wheel at full lock. When driving in circles, no other traffic should be present or authorized in this area.
2. Once the vehicle has reached operating temperature, it can be parked in this area.
3. Connect the ODIS tester and expand the test plan by entering the reference number **2074883**. Add the suggested test program -0022 – Function test of clutch for frictional vibration – to the test plan. **Do not search for the test plan via “Select self test.” Refer to the attached “TestPlanAssignment.pdf” for detailed instructions.**
 - a) The corresponding program “0022 - Function test of clutch for frictional vibration” is only available if the test plan has been expanded by entering reference number 2074883 in the TSB tab in the center of the screen.
 - b) Open the window for entering the reference number via the TSB tab.
 - c) Close the window after entering the reference number.



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- d) After selecting “Expand test plan”, the program “0022 - Function test of clutch for frictional vibration” will be available in the test plan.
4. Start the test -0022 – *Function test of clutch for frictional vibration* –. ==> Select -1- Target torque **150 Nm** and perform the test program.
 5. Let the engine idle and apply the brakes. At full steering lock, release the brakes and slowly increase the speed up to max 10 km/h (6 mph). Keep driving in circles at a maximum speed of 10 km/h (6 mph) until the yellow warning lamp “Four-wheel drive overheating” lights up and test mode is ended automatically. This procedure can take several minutes and may need to be repeated to trigger the warning lamp.
 6. Once the event memory entry “C05DC00 4WD/AWD Clutch Temperature Too High” logged in the all-wheel drive electronics is erased the procedure is complete. Please provide the complete diagnostic log online.



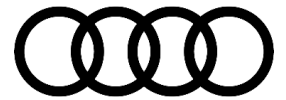
NOTICE

If a speed of 11 km/h (~7 mph) is exceeded, the test will be automatically aborted. In this case, the frictional vibration test will need to be restarted.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3960		
Damage Code:	0020		
Labor Operations:	Measure all-wheel drive clutch unit (four-wheel drive overheating)	3960 0399	30 TU
	GFF	0150 0060	Time stated on the diagnostic protocol
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
	Charge battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2075681/2		

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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Additional Information

All part and service references provided in this TSB (**2075681**) 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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