Connection offline

Technical Service Bulletin

Topic	93 Q4 power transmission: clacking noises during load changes/when changing direction (e.g. maneuvering/driving away)
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2074899/3
Level	EH
Status	Released for publishing
Release date	Jun 30, 2025

New customer code

Object of complaint	Complaint type	Position
entire vehicle -> driving performance, consumption -> acceleration	noises, vibrations -> noise	
entire vehicle -> assemblies -> transmission assembly	noises, vibrations -> noise	
entire vehicle -> vehicle areas -> vehicle rear	noises, vibrations -> noise	
transmission -> operation, shift and power distribution control -> shift lever	noises, vibrations -> noise	
entire vehicle -> assemblies -> engine assembly	noises, vibrations -> noise	
entire vehicle -> vehicle areas -> vehicle rear	noises, vibrations -> snapping	

New workshop code

Object of complaint	Complaint type	Position
transmission -> manual transmission, DSG, automated manual transmission -> manual transmission input shaft bearing (transmission-side)	component, automotive fluids -> loose	

Vehicle data

Audi Q4

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4BAC3	2024	A	Q4 e-tron 150	EBJA	UYX	-

Documents

Document name
master.xml

Technical Service Bulletin

Transaction No.: **2074899/3**

93 Q4 power transmission: clacking noises during load changes/when changing direction (e.g. maneuvering/driving away)

Release date: Jun 30, 2025

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised Header data (Update Model Codes)
2	01/23/2025	Revised *Service* (Updated part number) Revised *Parts and Tools* (Updated part number)
1	08/28/2024	Initial publication

Customer states:

- Clacking noises can be heard from the rear of the vehicle/motor compartment when driving away/changing direction in a forward gear or in reverse (e.g. when maneuvering).

and/or

- Clacking noises from the rear of the vehicle/motor compartment during load changes.

Workshop findings:

- One or both customer statements can be reproduced. The clacking noises can be clearly assigned to the gearbox.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Replacing the retaining ring for the input shaft

- Remove the gearbox as described in the ELSA Repair manual.
- Attach the gearbox to the engine and gearbox support -VAS6095A- as described in the ELSA Repair manual.
- Drain the gear oil via the filler cap (refer to Figure 1, red oval).

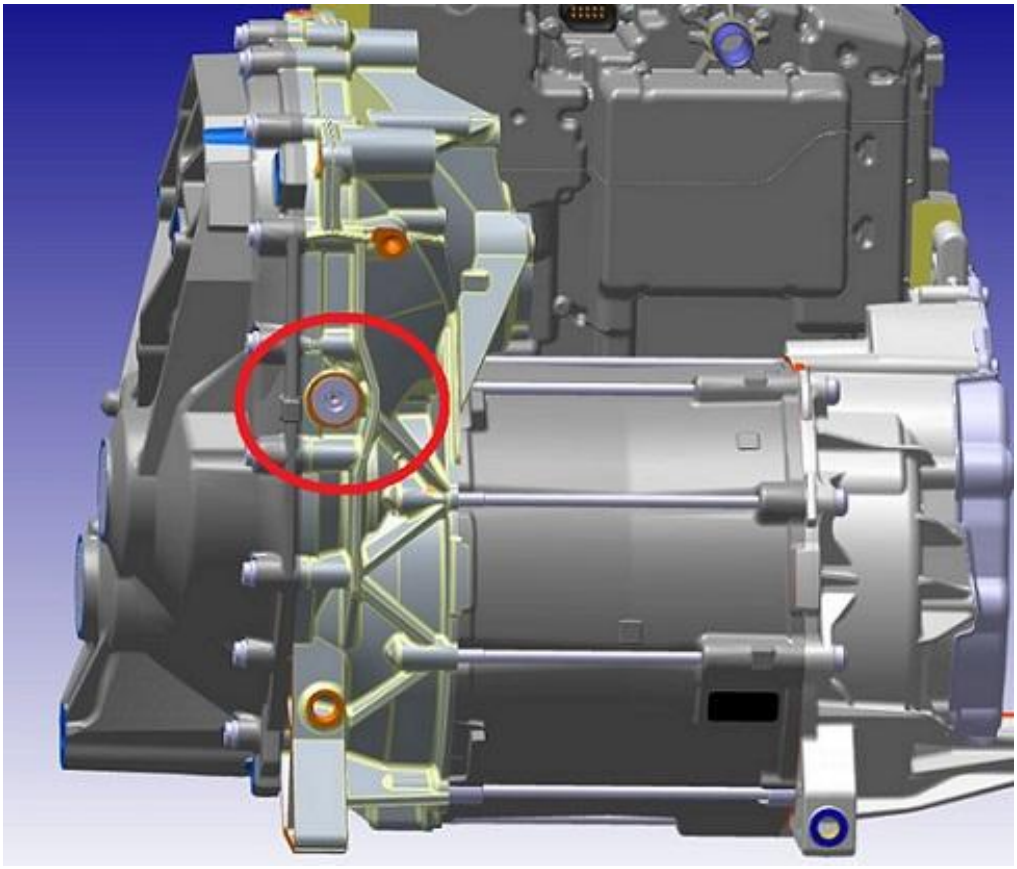

Figure 1. *Filler cap for gear oil.*

- Remove the center filler cap using the extractor lever -VW681- (refer to Figure 2).

Figure 2. *Removing the filler cap with the extractor lever -VW681- (example).*

- Remove the retaining ring for the inner ring of the intermediate shaft (refer to Figure 3). The retaining ring must not be damaged and will need to be used again during the repair procedure.

Figure 3. *Removing the retaining ring for the inner ring of the intermediate shaft (example).*

- Remove 17 housing bolts (refer to Figure 4, red circles).

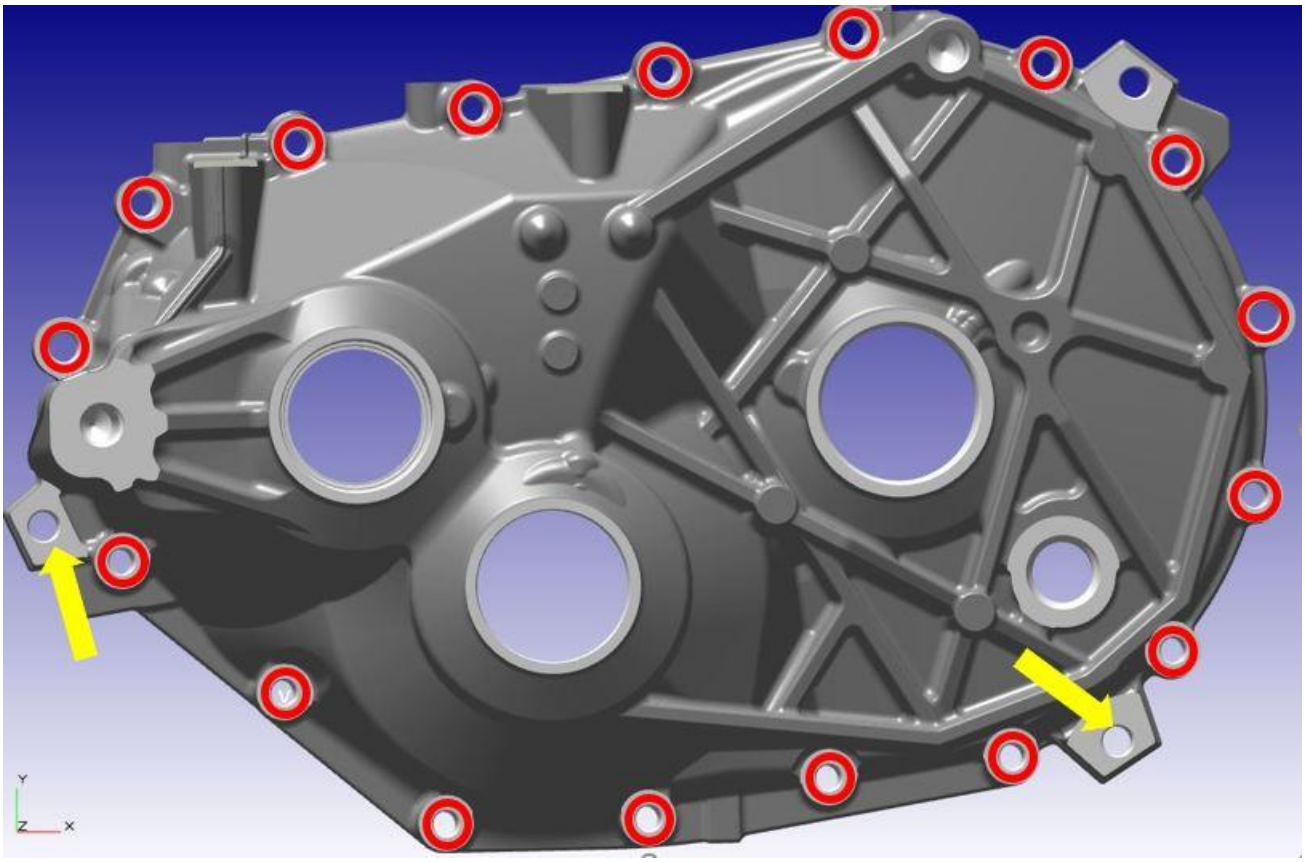

Figure 4. *Positions of the housing bolts (red circles), and positions of contact points (yellow arrows).*

- Apply a commercially available assembly lever under the contact points (refer to Figure 4 (yellow arrows), Figure 5 and Figure 6), carefully separate the two sections of the gearbox housing from each other and detach the gearbox housing.

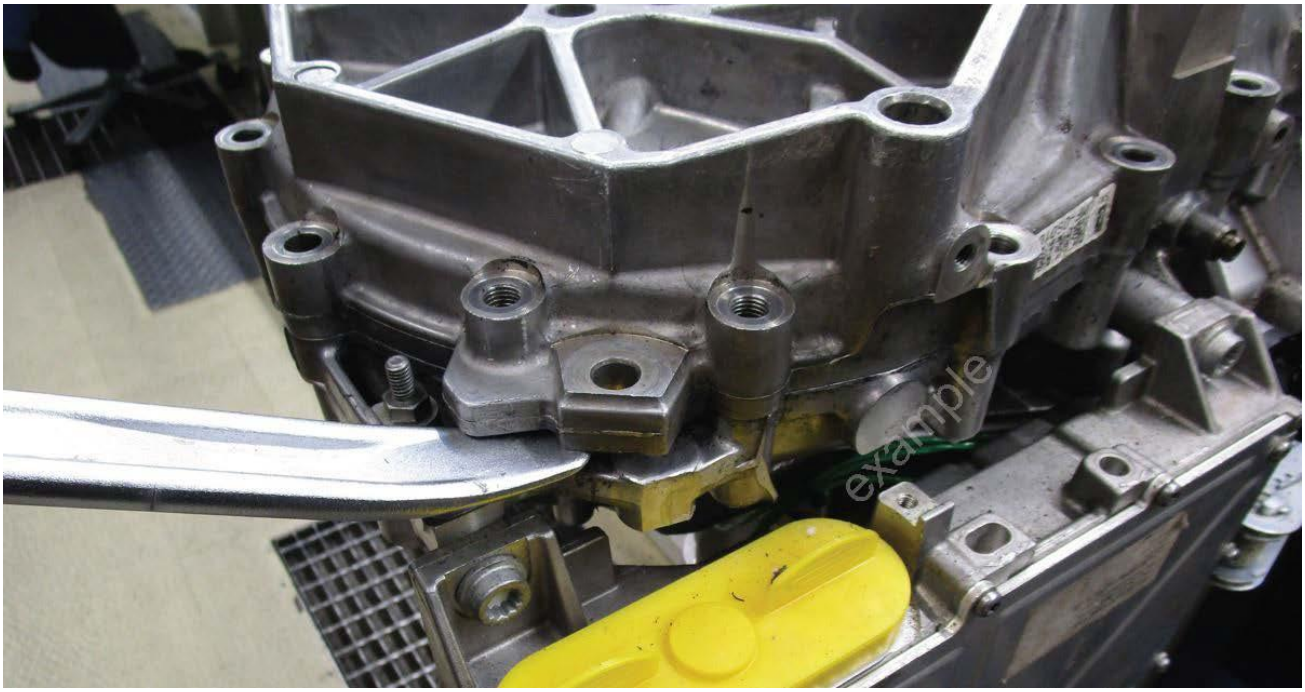

Figure 5. *Separating sections of the gearbox housing from each other using the assembly lever.*

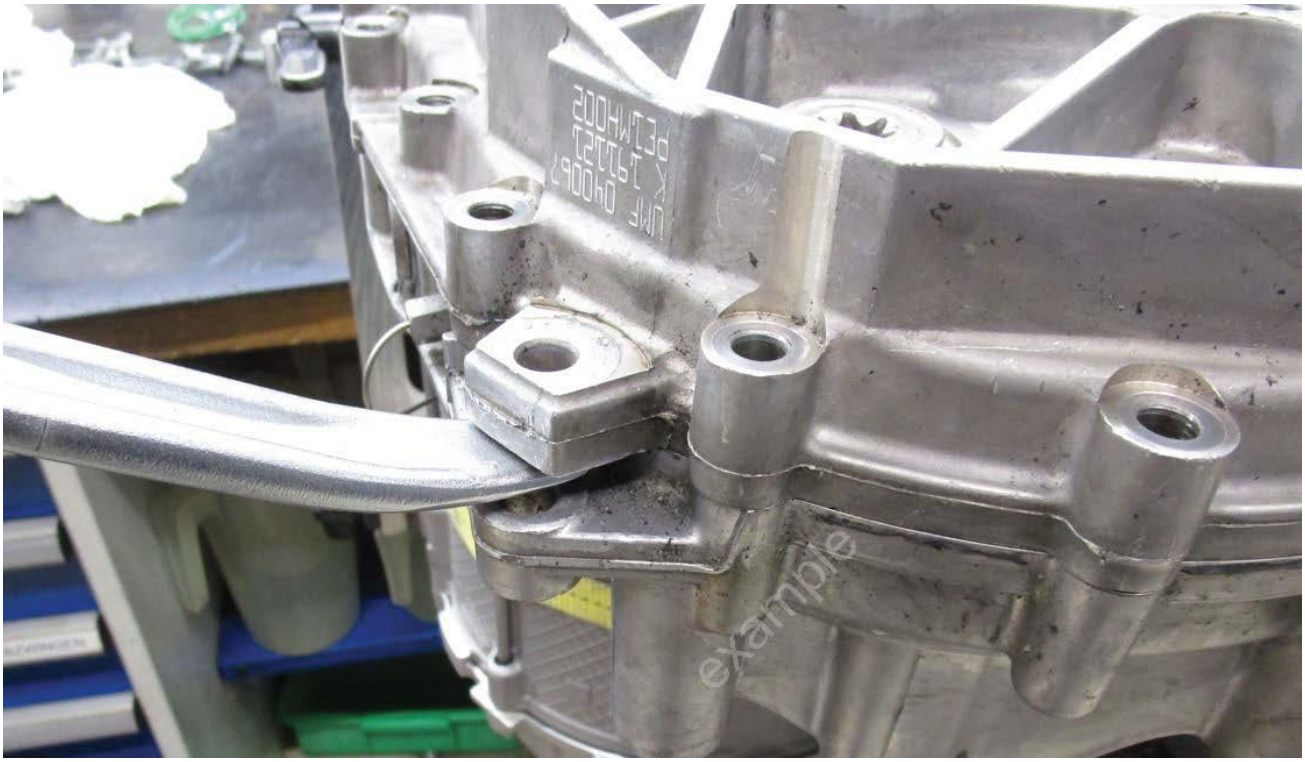

Figure 6. *Separating sections of the gearbox housing from each other using the assembly lever.*

- Remove the oil reservoir (refer to Figure 7, red arrow) from the gearbox housing.
- Remove the magnet (refer to Figure 7, red oval) from the gearbox housing.

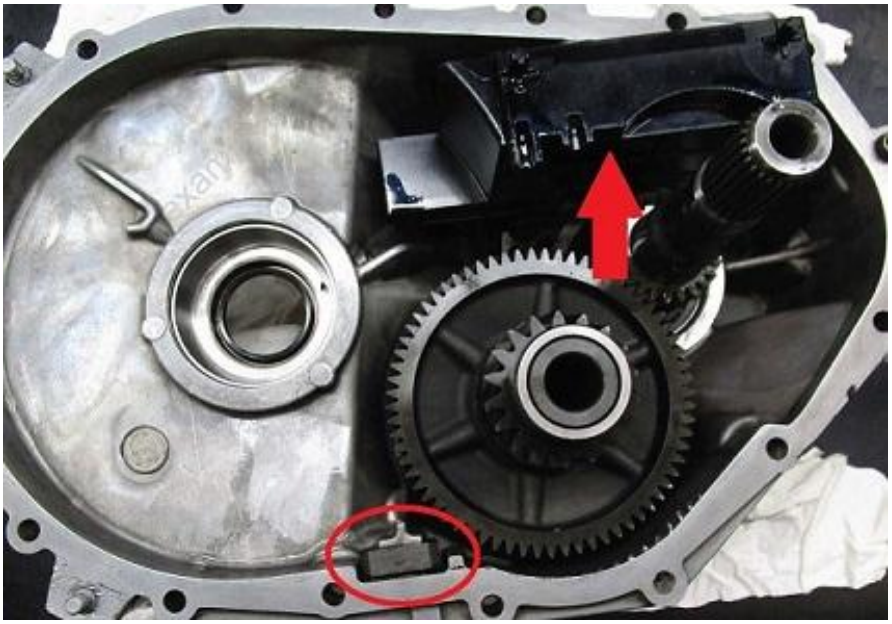

Figure 7. *Positions of oil the reservoir and the magnet in the gearbox housing.*

- Press the intermediate shaft out using the removing and installing tool -VW459/2- (refer to Figure 8).

Figure 8. *Pressing out the intermediate shaft (example).*

- Remove the retaining ring for the outer ring (refer to Figure 9) of the bearing for the intermediate shaft. The retaining ring must <u>not</u> be damaged and will need to be used again during the repair procedure.

Figure 9. *Removing the retaining ring (example).*

- Press the bearing for the intermediate shaft out, using the removing and installing tool -VW459/2- (refer to Figure 10).

Figure 10. *Pressing out the bearing for the intermediate shaft (example).*

- Remove the outer retaining ring for the drive shaft (refer to Figure 11).

Figure 11. *Removing the outer retaining ring for the drive shaft (example).*

- Carefully drive the bearing for the drive shaft deeper into the gearbox housing using a commercially available drift and hammer at the outer ring of the bearing (refer to Figure 12).

Figure 12. *Driving the bearing for the drive shaft in deeper (example).*

- Install the new retaining ring (with the maximum thickness/strength as described in parts information) as follows:

– Install the new retaining ring (starting with the maximum thickness/strength). If the retaining ring does not fit in the groove, try to insert the next thinnest retaining ring.

– Continue in this way as necessary until a retaining ring of the correct size can be installed.

NOTICE

The new retaining ring must snap fully into the groove (refer to Figure 13, red oval).

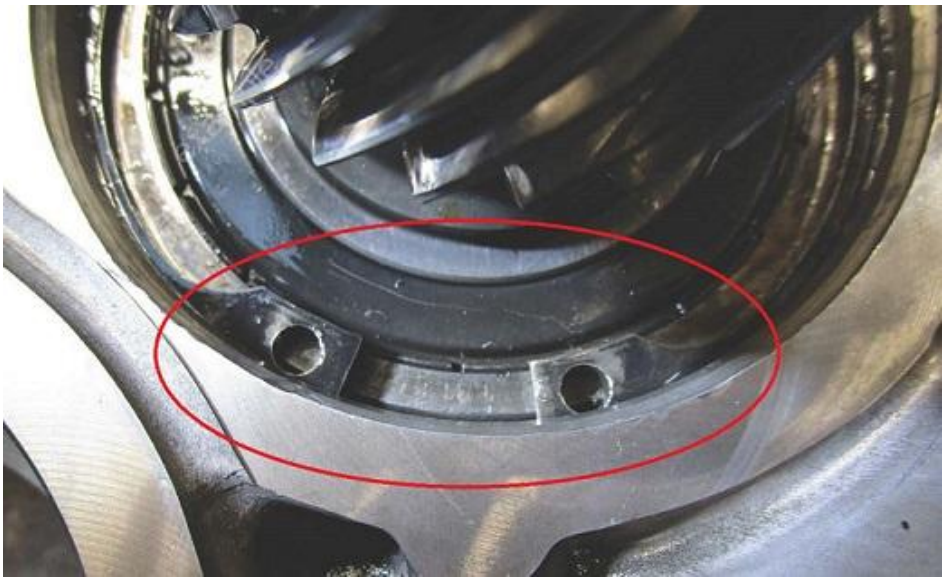

Figure 13. *The retaining ring has snapped fully into the groove (example).*

- Press the new bearing for the intermediate shaft (as described in parts information) into the gearbox housing with tube -3146- (refer to Figure 14).

Figure 14. *Pressing in the new bearing for the intermediate shaft with tube -3146-.*

- Re-install the retaining ring for the outer ring of the bearing for the intermediate shaft.
- Press the intermediate shaft in using the removing and installing tool -VW459/2- (refer to Figure 15); at the same time, support the inner ring with the thrust piece -VW454- (refer to Figure 16).

Figure 15. *Pressing in the intermediate shaft with the removing and installing tool - VW459/2- (example).*

Figure 16. *Supporting the inner ring with the thrust piece -VW454- (example).*

- Re-install the retaining ring for the inner ring of the intermediate shaft.
- Thoroughly clean the sealing surfaces of the gearbox sections with cleaning solution (part number: D 291 091 A1).

> **NOTICE**
>
> **The cleaning solution (part number: D 291 091 A1) activates the surfaces before the sealant is applied and must be used to ensure the sealant creates a functional sealing bond.**

- Allow flash-off time of 10 minutes for the sealing surfaces.
- Apply silicone sealant (part number: D 176 501 A1) all around the sealing surface of the intermediate housing (refer to Figure 17).

Figure 17. *Applying silicone sealant all around the sealing surface of the intermediate housing (example).*

- Bond the previously removed magnet (refer to Figure 18) into the gearbox housing using silicone sealant (part number: D 176 501 A1).

Figure 18. *Magnet with silicone sealant (example).*

- Lightly apply silicone sealant (part number: D 176 501 A1) to the previously removed oil reservoir at 3 attachment points (refer to Figures 19 and 20) with.

Figure 19. *Lightly applying silicone sealant to the attachment point (example).*

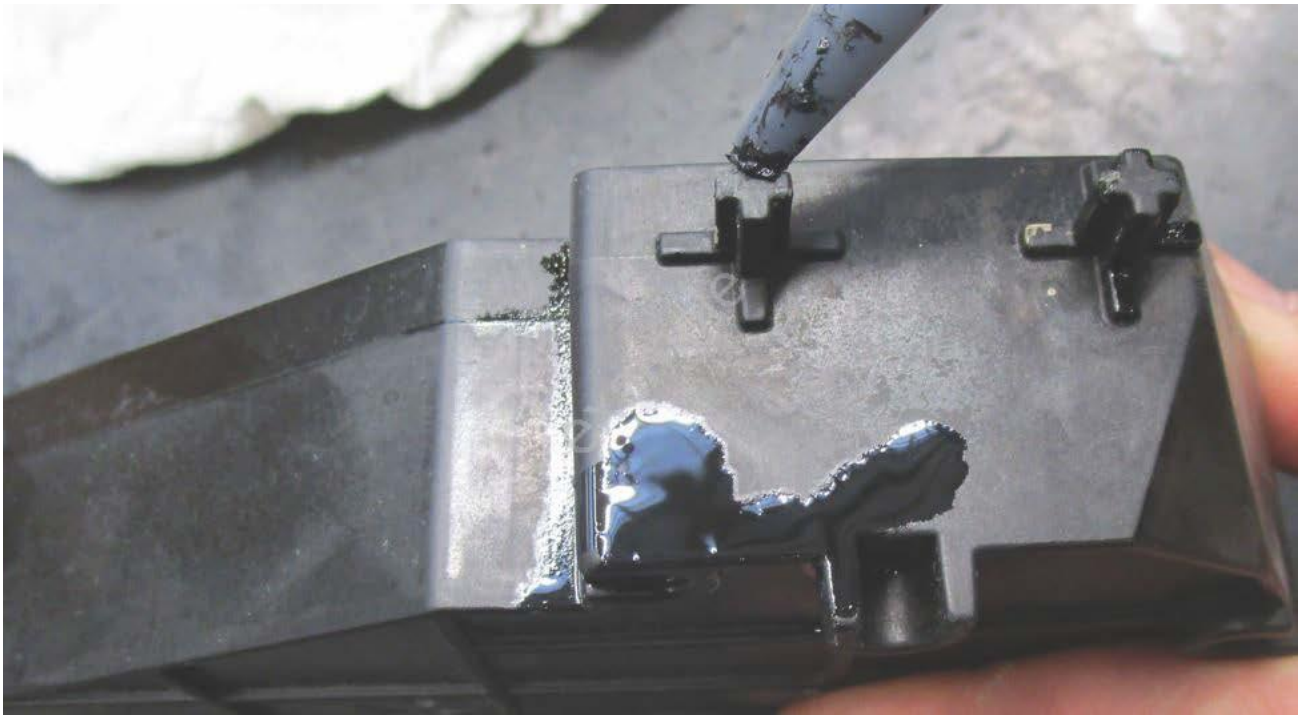

Figure 20. *Lightly applying silicone sealant to the attachment point (example).*

- Fit the oil reservoir (refer to Figure 21, red oval) in the intermediate housing.

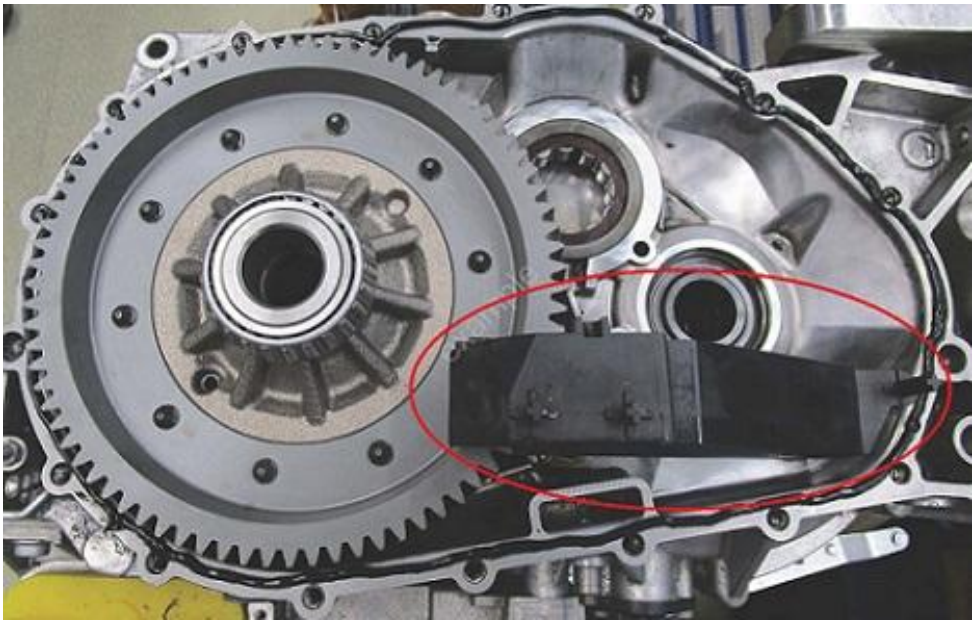

Figure 21. *Oil reservoir fitted in the intermediate housing.*

- Place the gearbox housing on the intermediate housing.
- Install the gearbox housing by screwing in the new multi-point socket head bolts in the sequence 1 to 17 (refer to Figure 22); **tightening torque: 20 Nm + 90°**.

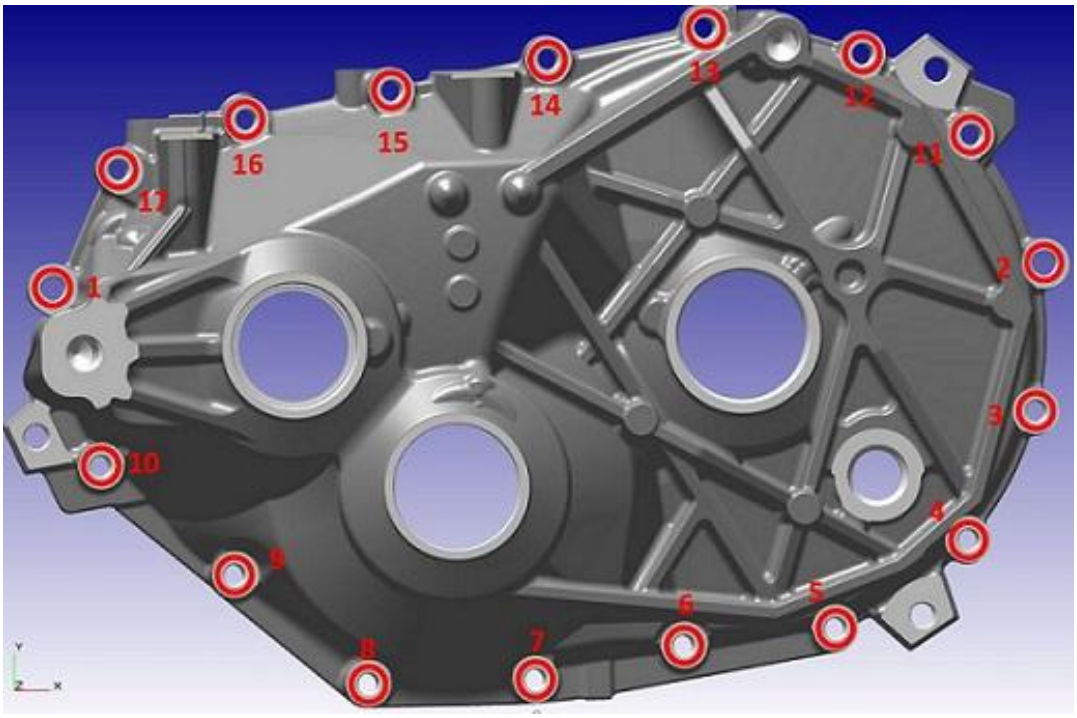

Figure 22. *Installing the multi-point socket head bolts; tightening torque 20 Nm + 90°.*

- Install the new (center) filler cap (part number can be found under parts information).
- Replace the oil seals as described in ELSA Repair manual/parts information.
- Install the new filler cap for the gear oil (part number can be found under parts information); **tightening torque: 45 Nm**.

- Remove the gearbox from the engine and gearbox support -VAS6095A-.
- Install the gearbox as described in the ELSA Repair manual.
- Fill the gearbox with gear oil as described in the ELSA Repair manual.
- Perform a road test:
  - If the clacking noise **can no longer be heard**, the measure ends here. The vehicle can be returned to the customer.
  - If the clacking noise **can still be heard**, please open a web ticket with the Technical Assistance Center (TAC).

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3561		
Damage Code:	0010		
Labor Operations:	Charge Battery	2706 8950	See SRT with associated operations
	Remove and install front electric drive motor (***If front electric drive is affected)***	9340 19XX	See SRT with associated operations
	Service front electric drive motor (***If front electric drive is affected)***	9340 4199	150 TU
	Remove and install rear electric drive motor (***And/or if rear electric drive is affected)***	9346 19XX	See SRT with associated operations
	Service rear electric drive motor (***And/or if rear electric drive is affected)***	9346 4199	150 TU
	GFF/Guided Functions	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
Claim Comment:	As per TSB 2074899/3		

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

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!

Part number	Part Description	Quantity

N 911 021 01	Socket head bolt with multi-point socket head (M8x45)	17
D 176 501 A1	Silicone sealant	1
N 012 295 6	Retaining ring (72x2.75)	1
N 012 295 5	Retaining ring (72x2.70)	1
N 012 295 4	Retaining ring (72x2.65)	1
N 012 295 3	Retaining ring (72x2.60)	1
0GC 301 211	Sealing cap	1
0MH 311 235	Deep-groove ball bearing	1
0MH 409 189 B	Oil seal	2
D 291 091 A1	Cleaning solution	1
WHT 003 487	Plug	1

Tool Number	Tool Description
VAS6095A	Gearbox Support
VW681	Extractor Lever
VW459/2	Removing and Installing Tool
VW454	Thrust Piece
3146	Tube

Additional Information

All parts and service references provided in this TSB (**2074899**) are subject to change and/or removal.