

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6	2016 – 2018	All	DL382 transmission
A4, and A4 allroad	2017 – 2020		

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Modify header data) Revised <i>Condition</i> (Added model table, adjusted verbiage) Revised <i>Service</i> (Adjusted verbiage)
2	07/31/2024	Revised header (Modify header data)
1	07/29/2024	Initial publication

Customer Statement:

Humming or droning noises from the gearbox area when pulling away or driving slowly (< 10 mph / 15 km/h) with steering wheel turned. The noise can be reproduced and occur especially when maneuvering or when driving around tight bends.

Workshop Findings:

The complaint can be reproduced: When driving at low speeds with the steering wheel turned, low-frequency humming/resonance noises can be heard coming from the gearbox/drive train.

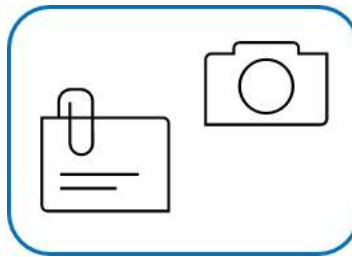


Note the video below:

For an example of the noise, see the video located at: <https://audi-external.kzoplatform.com/player/medium/2799852085208684506> or scan the QR code in Figure 1.



Figure 1. Example of humming noise



Documentation Required

Technical Background

The noise is caused by a stick/slip effect when the front axle differential teeth press against each other. Using fluid with additives significantly improves the adhesion and sliding characteristics between the differential teeth.

Production Solution

Not applicable.

Service

Carry out the repair measure described here only if all the specified criteria (PR number(s), part number, control unit data, software version, etc.) apply exactly. Otherwise, the 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.

If the above conditions are confirmed, document your findings with an audio/video file.

The MTF must be replaced as part of this repair. Please always follow the specifications in the Workshop Manual.

Proceed as follows:

- Bring the gearbox up to operating temperature.
- Drain the MTF and refill new MTF (use part number G 055 549 A2).
- Adjust the MTF level according to the Workshop Manual.
- Bring the gearbox up to operating temperature again.
- Reassess the complaint and document the results.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	3912		
Damage Code:	0020		
Labor Operations:	Replace gear oil	3401 5599	70 TU
	GFF	0150 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2074766/3		

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.

Additional Information

All part and service references provided in this TSB (**2074766**) 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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