

## Condition

Models(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A4, and A4 allroad	2017 – 2025	All	quattro Ultra
S4, Q5, and SQ5	2018 – 2025		
A5, A5 Cabriolet, and S5 (F5)	2018 – 2024		
A5 Sportback, S5 Cabriolet, and S5 Sportback (F5)	2018 – 2025		
RS 5 (F5)	2018 – 2019 2021 – 2024		
RS 5 Sportback (F5)	2019 2021 – 2025		
A6, and A7	2019 – 2025		
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		

REVISION HISTORY		
Revision	Date	Purpose
14	-	Revised header (Added model) Revised attachments (Added videos) Revised <i>Condition</i> (Updated verbiage) Revised <i>Service</i> (Adjusted instruction) Revised <i>Warranty</i> (Updated labor operations)
13	01/22/2026	Revised <i>Condition</i> (Added model table) Revised <i>Technical Background</i> (Updated verbiage)

		Revised <i>Service</i> (Adjusted instruction)
12	10/03/2024	Revised <i>Service</i> (Adjusted measure)

**Customer states:**

- Noises from the drive train (transmission, driveshaft, 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 noise changes as the operating temperature increases.

**and/or**

- Noises from the all-wheel drive coupling 1 of the transmission.

**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.

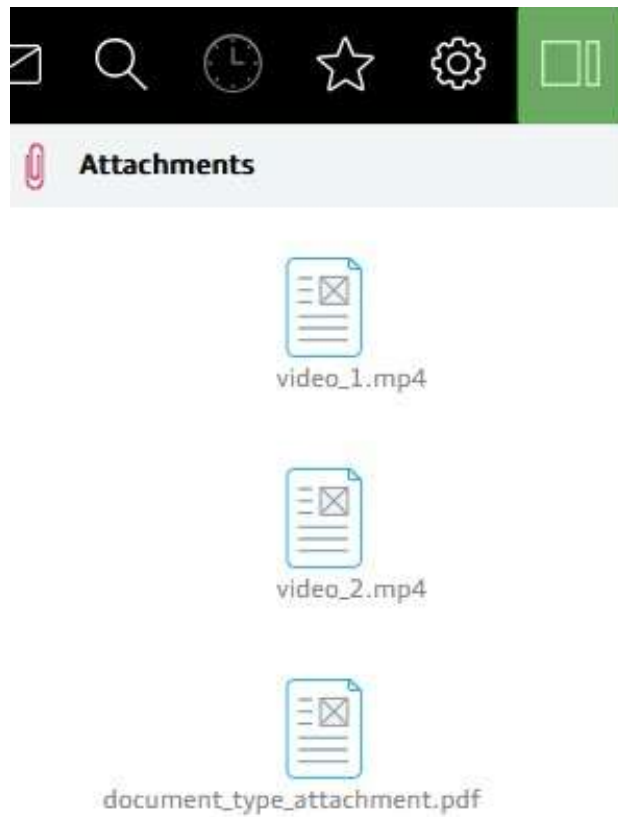
**and/or**

- If the all-wheel drive coupling is inactive, or power to it is cut (e.g. by removing the fuse), the customer complaint no longer occurs.

Please review the video examples in the Attachments of this bulletin:



**Figure 1.** Video attachment tab in ElsaPro.



**Figure 2.** Attachments window slide in Elsa2Go.

## Technical Background

Because of 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

Not applicable.

## Service

**Try to reproduce the customer complaint (based on the description/cause of the issue), 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/motor, gearbox code, PR number(s), part number, software version, code, etc.) apply exactly. Otherwise, this solution will not eliminate the problem and repeat repairs may be necessary. In such a case, the warranty claim may be rejected, and the cost of the parts may be charged back**

### Complete the repair in the following order:

- Check that the S-tronic transmission/manual transmission is at operating temperature.
- Completely drain off ATF from the all-wheel drive coupling 1 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.
- Perform a short test drive to wet the all-wheel drive coupling clutch and reach operating temperature of the S-tronic transmission/manual transmission (40 °C to 100 °C)
- Let the vehicle cool down.

- Perform another short test drive and reach operating temperature in the S-tronic transmission/manual transmission.
- 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.
- Perform a short test drive to wet the all-wheel drive coupling clutch and reach operating temperature of the S-tronic transmission/manual transmission.
- 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 with increased use of the all-wheel drive system over the next 310 miles (500 km) after the ATF is changed. The use of the all-wheel drive system can be increased by driving in dynamic mode or using towing mode.**

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	3960		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Remove and install rear noise insulation	1082 19XX	See SRT with associated operations
	<b>Vehicles equipped with damper weight only:</b> Front driveshaft 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
	Check and adjust gearbox (operating temperature)	3435 0599	Please bill according to the time required
	GFF	0150 0060	Labor according to the diagnostic log
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB 2059057/14		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

## **Additional Information**

### **Customer information:**

Because of the different speed between the front axle and 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.

This behavior is merely a comfort complaint and has no negative effect on the service life of the components.

All part and service references provided in this TSB (**2059057**) 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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