



Connection offline

Technical Service Bulletin

Transaction No.: **2082617/1**

39 Noises in overrun (e.g. whining, howling) - vehicles with OBC

Release date: Jul 2, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6, S6, A7, and RS 7	2014 – 2015	All	OBC transmission

Customer states:

- While driving, noises occur in overrun between **50 and 65 mph** (85 and 100 km/h). The noise is described as a **howling/whining** noise and is primarily said to come from the **rear of the vehicle**.

Workshop findings:

- The customer complaint can be reproduced.
- No relevant event memory entries are logged in the engine electronics control unit (diagnostic address 0001), or in the transmission electronics control unit (diagnostic address 0002).

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Try to reproduce the customer complaint (according to the customer statement/technical background) 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.

Proceed as follows:

- 1) Take an approx. 60 cm long piece of the roll from the sealing cord AKD 497 010 04 R10 and remove the protective paper.

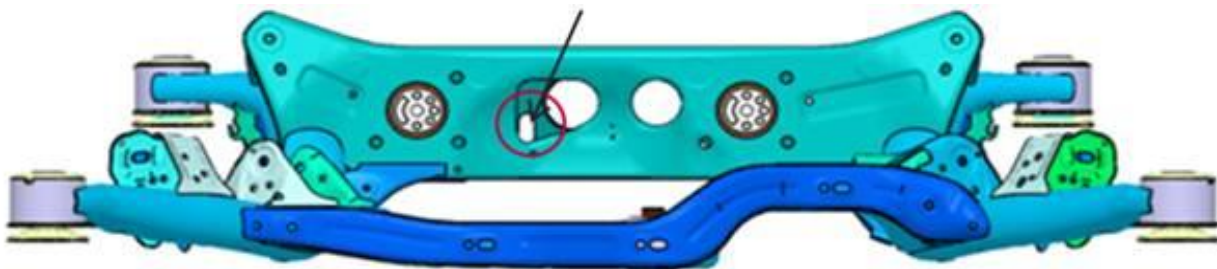


2) Knead it into a ball with a diameter of about 5 cm.



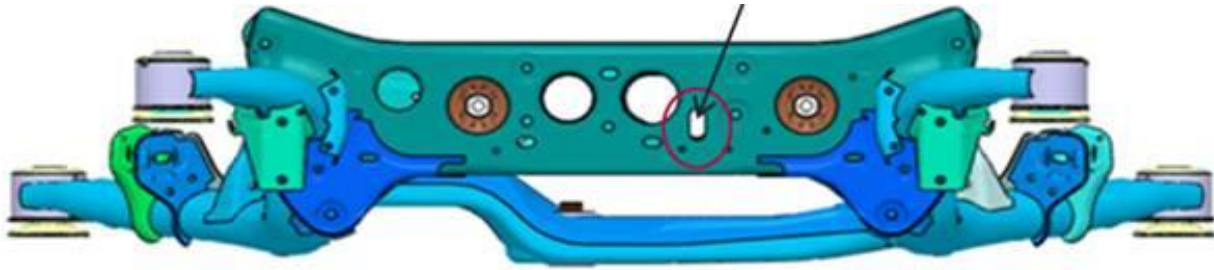
3) Attach the ball between rear final drive and rear axle subframe.

View of subframe from front



4) Press about 2/3 of the ball between the two metal cups of the subframe, so that some of the ball passes out through the elongated hole of the rear metal cup, as shown in the following illustration.

View of subframe from rear



5) Press the ball a little down to create a wedge between the metal cups.

6) Flatten and smoothen the mass on both sides.



View from underneath



Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3988		
Damage Code:	0020		
Labor Operations:	Modify final drive	3988 4999	30 TU
Claim Comment:	As per TSB 2082617/1		

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.

Required Parts and Tools

60 cm of sealing cord AKD 497 010 04 R10

Additional Information

All part and service references provided in this TSB (**2082617**) 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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