

Condition

Models(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A4, and A4 allroad	2017 – 2025	All	PR Code: GH4
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
15	-	Revised <i>Service</i> (Updated instruction)
14	05/27/2026	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)

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 the steering wheel is turned to full lock

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 videos 1 and 2)
 - **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.

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

A fluid change must be performed twice at all-wheel drive coupling 1.

Objective of measure:

A flushing procedure is performed twice with ATF to remove abrasion particles inside the all-wheel drive coupling system. Warming the fluid improves circulation so that even the smallest particles are reliably removed. This ensures thorough cleaning of the system (for further information about lubricating and cooling the all-wheel drive coupling, refer to self-study program 657).

Equipment and materials required:

- ATF according to ETKA
- Oil collection unit (standard workshop equipment)
- Hot air blower, max. 150 °C (standard workshop equipment)
- Temperature gauge (K-type sensor with multimeter, infrared thermometer, or equivalent practical measuring method)

Requirements:

- Do not drive on public roads

Procedure:

1. Checking the temperature and heating up:

- Drive the vehicle onto the lifting platform and measure the housing's outside temperature
- Target temperature of at least 40 °C, ideally approx. 60 °C
- If necessary, carefully heat the housing with the hot air blower, then wait approx. 2 minutes.

2. First fluid change:

- Perform fluid change according to the Workshop Manual



The oil system is divided into two chambers A and B. As the ATF filler and inspection plug opens into chamber A, it is important to ensure before filling that the levels can be equalized between chambers A and B. To enable this fluid equalization, the oil drain plug must be loosened by 4 to 5 turns. This clears an overflow channel via which the levels of chambers A and B can be equalized relatively quickly. After a short waiting period, the ATF level can be checked and adjusted if necessary.

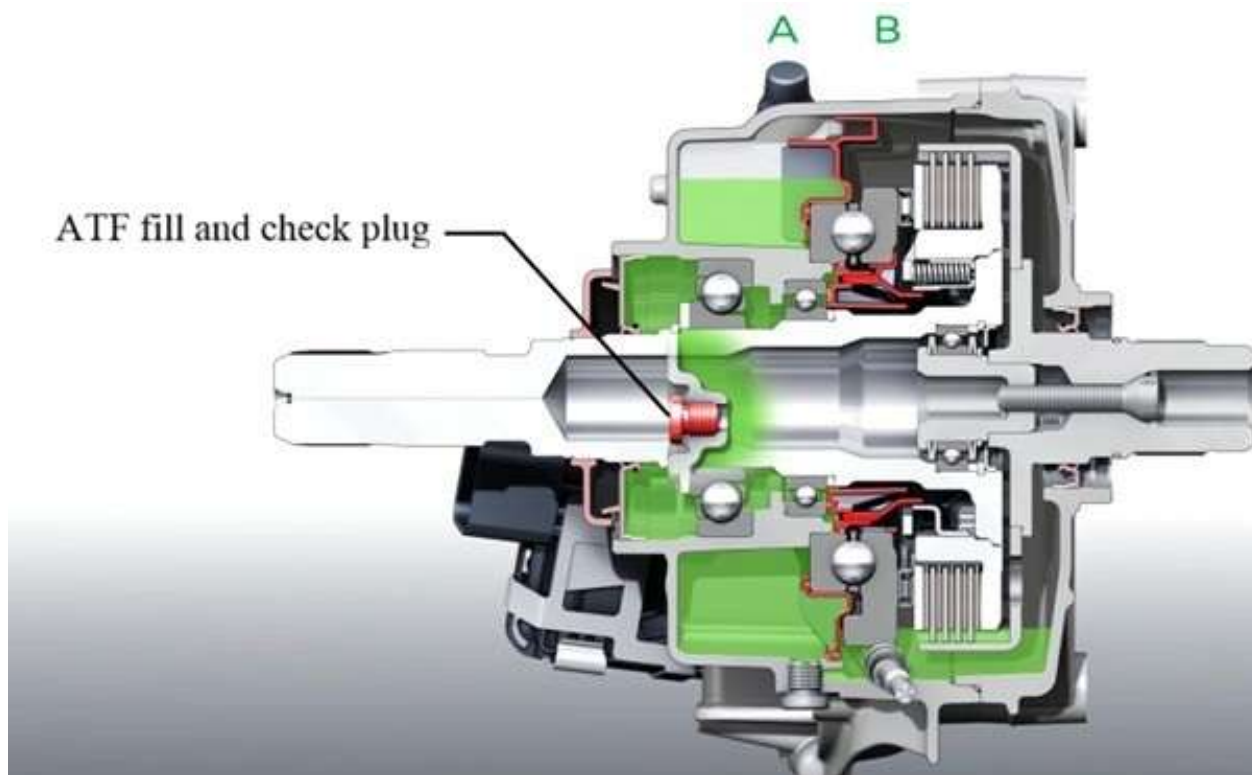


Figure 1. All-wheel drive coupling with separate chambers A and B.

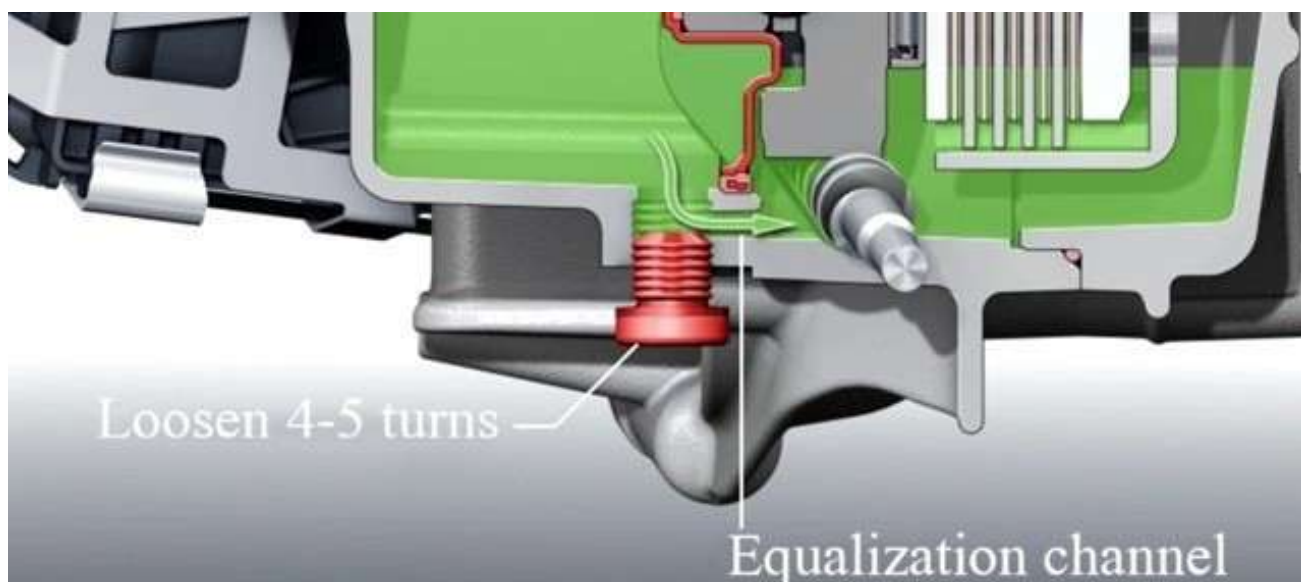


Figure 2. Enabling ATF level equalization.

3. Intermediate run:

- Drive the vehicle a distance of approx. 55-110 yards (50-100 meters) in the workshop area at a constant low speed. The speed **must not** exceed 6 mph (10 km/h) as the all-wheel drive would otherwise be deactivated

and an even distribution of ATF would not be ensured.

4. Second fluid change:

- Perform a fluid change again according to the Workshop Manual.

5. Learnt values for oil aging:

- To complete this work, the learnt values for oil aging in all-wheel drive control unit J492 must be reset for the new ATF. The Guided Function ***“Perform ATF change of all-wheel drive clutch”*** or, under ***“Basic Setting”***, the function ***“Reset learnt values for oil ageing”*** are available. With the new ATF and the reset learnt values, a largely defined status is established on the basis upon which the required clutch torques can be controlled correctly.



Do not forget to tighten the ATF drain plug correctly after checking the ATF level.



Figure 3. Tightening the drain plug.

Result:

Flushing the system twice removes abrasion particles effectively, meaning that the all-wheel drive coupling is properly cleaned.



NOTICE

Note that the 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

Claim Type:	If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3960		
Damage Code:	0020		
Labor Operations:	Remove and install rear noise insulation	1082 19XX	See SRT with associated operations
	Vehicles equipped with damper weight only: 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
Claim Comment:	As per TSB 2059057/15		

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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