

Technical Service Bulletin

39 quattro Ultra vibrations or binding in tight turns

39 23 56 2059057/6 October 9, 2023. Supersedes Technical Service Bulletin Group 39 number 22-49 dated November 2, 2022, for reasons listed below.

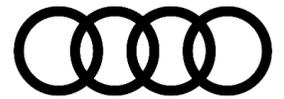
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and A4 allroad	2017 – 2023	All	Quattro Ultra
S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, Q5, and SQ5	2018 – 2023		
A6, and A7	2019 – 2023		
A6 allroad, S6, S7, and Q5 e quattro	2020 – 2023		
RS 5 Sportback, R 6 Avant, RS 7, SQ5 Sportback, and SQ5 Sportback	2021 – 2023		
A7 e quattro	2021 – 2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised Service (Updated Note) Revised Warranty Table (Updated Labor Operations, and TU)
5	10/04/2022	Revised header (Added Model Years 2022 and 2023)
4	07/17/2021	Revised header (Added Model Years 2020 and 2021)

Customer states:

- Noises from the drive train when pulling away quickly from a stop with the wheels turned.
- OR**



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- Vibrations, humming, droning, or rubbing when fully turning the steering wheel in the vehicle interior and/or the rear seats can be heard and felt.

Workshop findings:

- The customer statement(s) can be reproduced.
Or
- The noise can be reproduced and assigned to the all-wheel-drive clutch, propeller shaft, or rear differential.
And
- There are no DTCs stored in the transmission control module (TCM), J217 (address word 002), or in the all-wheel-drive control module, J492 (address word 0022).

Please review the audio/video example below:

<https://audi-external.kzoplatform.com/player/medium/1649451546427004456>
(Figure 1)

The video is also attached to this TSB under the attachments tab in the workshop manual.



Figure 1. The QR code for the supporting video.

Technical Background

Due to the different speeds between the front axle differential and the rear final drive, very tight cornering and closed four-wheel-drive clutch 1 can lead to varying degrees of humming, drumming, vibrations or binding.

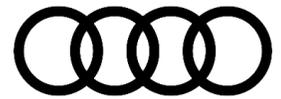
Production Solution

Not applicable.

Service

Try to reproduce the customer concern so that it can be clearly assigned to this Technical Service Bulletin.

Complete the repair in the following order:



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1. Check the vehicle repair history to see if this TSB has already been performed and has been driven at least 60 miles since the repair was performed. If it has not already been performed, continue to step 2. If it has been performed and has been driven at least 60 miles, skip to step 16.
2. Ensure that the S-Tronic transmission/manual transmission is at operating temperature.
3. Using ODIS Guided Functions, *All-Wheel Drive Electronics (address 0022) >> Control Module Functions >> Measured Values*. Read all of the measured values and upload the diagnosis log to GFF Paperless.
4. Complete drain the ATF of the four-wheel-drive clutch 1 and catch it.
5. Please document and take photos of the ATF quality and upload them into DOC_IT with the repair order, before disposing of the ATF properly. Photos should:
 - Have a date stamp and VIN reference.
 - Be taken in focus and with sufficient light.
6. Fill in the new ATF according to the repair manual (part number G 055 515 A2) and then set the ATF level according to the repair manual reusing sealing bolts.
7. Drive the vehicle to obtain operating temperature of the transmission again.
8. Let the vehicle cool down 30 minutes or longer.
9. Drive the vehicle to obtain the operating temperature of the transmission again.
10. Drain the ATF of four-wheel-drive clutch 1 again completely and dispose of the ATF properly.
11. Fill in the new ATF according to the repair manual (Part number G055 515 A2) and then set the ATF level according to the repair manual, replacing the sealing bolts this time.
12. Drive the vehicle to obtain the operating temperature of the transmission again.
13. Let the vehicle cool down for 30 minutes or longer.
14. 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*.
15. Test drive to confirm normal operations.



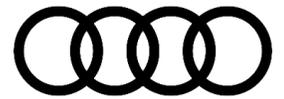
NOTICE

The condition may take up to 60 miles of running before it is corrected.

16. If the condition is **repaired**, then release the vehicle to the customer and skip steps 17 and 18.
17. If the condition is still **present** after the oil change procedure has been performed and 60 miles have been driven, then replace the All-Wheel Drive Clutch as per the Elsa repair manual.
18. Finish the repair by using ODIS Guided Functions, *All-Wheel Drive Electronics (address 0022) >> Control Module Functions >> Replace control module*.

Warranty

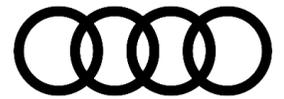
Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.
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	<ul style="list-style-type: none"> If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	3960		
Damage Code:	0020		
Labor and Diagnostic Time for oil change procedure (Steps 1-16). Only claim if actually performed and documented.			
Labor Operations:	Remove and install rear damping pan	1082 19XX	See SRT with associated operations
	Replace oil procedure per TSB	0157 5599	30 TU
	Check the oil for the four-wheel-drive clutch (and document quality)	0157 0199	10 TU
	Replace oil procedure per TSB	0157 5699	30 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 60 TU)
	Extended Road Test	0121 0199	Up to 60 TU
Labor and Diagnostic Time for replacing the All-Wheel Drive Clutch (Steps 17 -18). Only claim if actually performed and documented.			
Labor Operations:	Remove and install Propeller Shaft	3902 19XX	See SRT with associated operations
	AWD clutch unit remove + reinstall	3960 1950	See SRT with associated operations
	AWD clutch unit replace	3960 5550	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 60 TU)
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2059057/6		

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.



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Required Parts and Tools

Parts for Oil Change Procedure (Steps 1-16) Only claim if actually performed and documented.		
Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
G 055515A2	Transfer box gear oil (ATF)	02
N 90281802	Seal Bolt (combination)	02
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Parts for replacing the All-Wheel Drive Clutch (Steps 17 -18). Only claim if actually performed and documented.		
Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
Order to VIN	Four Wheel Coupling	01
N 91239202	Bolt Hexagon socket flat head bolt M8 x 100	01
N 10739501	Bolt Hexagon socket flat head bolt M8 x 70	03
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (**2059057**) are subject to change and/or removal.

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