

Drivetrain - Squealing/Howling/Whistling Noise When Cold

39 Squealing, howling, or whistling noise from under vehicle when cold

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2028902/4

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Supersedes Technical Service Bulletin Group 39 number 14-14 dated May 5, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 Cabriolet, Q5, Q7	2009 - 2015	All	quattro
A6, A7	2012 - 2014	All	quattro
A8	2012 - 2015	All	quattro

Vehicle Information

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (Added 2015 models)
3	5/5/2014	Revised title Revised header data (Added 2013 and 2014 models)
2	6/12/2012	Revised header data (Added Audi Q7)
1	3/14/2012	Original publication

A squealing, howling, or whistling noise may be heard coming from under the vehicle. The condition is typically noticed when the vehicle is cold (normally below freezing) and is moving at speeds of 5 - 60 mph.

Condition

Technical Background

The noise is from the intermediate bearing of the propeller shaft.

Production Solution

Lubrication of intermediate bearing was increased, and further clearance of the shaft extension was achieved.

Service

1. Verify that the noise is coming from the intermediate bearing of the propeller shaft by using chassis ears or a similar listening device.
2. If the noise is coming from the intermediate bearing, replace the propeller shaft. Follow the procedure in Elsa.
3. Test drive and verify that the noise is no longer present.

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3902		
Damage Code:	0020		
Labor Operations:	Propeller shaft remove and install	3902 19XX	See Elsa
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2028902/4		

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.

Warranty

Part Number	Part Description	Quantity
See ETKA for appropriate part number.	Propeller shaft	1

Required Parts and Tools

Additional Information

All parts and service references provided in this TSB (2028902) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.