

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q5, and SQ5	2014	All	PR codes, software level etc.

Customer states:

- Howling/singing noises can be heard when driving at a constant speed of about 55 km/h.

Workshop findings:

- The customer complaint can be reproduced.
- The noise is assigned to the rear of the vehicle.

Technical Background

Oscillations of the drive unit can cause **noise and vibration complaints** under certain operating conditions. The reason is **insufficient vibration damping** near the rear final drive.

Fitting a **rear axle damper** (12) can **effectively reduce these oscillations** and **dampen** the associated noises.

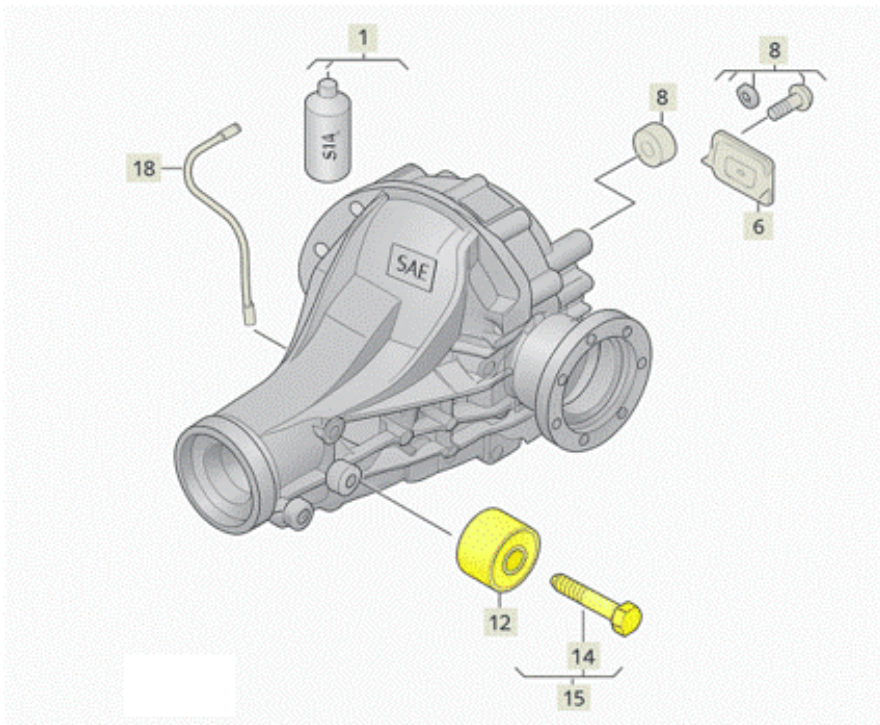


Figure 1. Rear axle damper (12).

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.

Replace the fitted damper weight with the part number 0BC525526C with the new weight with the part number **0BC525526D**.



If the fitted damper weight already has part number 0BC 525 526 D or 0BC 525 526 C with a green dot, replacing parts will not remedy the complaint here.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3989		
Damage Code:	020		
Labor Operations:	Modify damper weight	3989 3199	40 TU
Claim Comment:	As per TSB 2082047/2		

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

Damper weight: 0BC 525 526 D

The part numbers and indexes of this TSB are correct at the time of publication. There may be mismatches if the parts catalogue has been updated in the meantime. In this case, the part numbers and indexes as currently specified in the parts catalogue apply.

Additional Information

In certain driving situations, parts of the drive train may oscillate slightly. These oscillations can become apparent in the form of **noises or slight vibrations**. They **do not cause damage**, however, they may be perceived as being irritating.

A special **damper element (rear axle damper weight)** is used to mitigate these oscillations. This component **effectively damps** these oscillations and significantly **reduces or eliminates the noises entirely**.

All part and service references provided in this TSB (**2082047**) 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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