

# Technical Service Bulletin

#### 39E7 UPDATE - Replacing All-Wheel Drive Clutch (NVLW)

April 26, 2019

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2018	See Campaign/Action screen in Elsa	None

#### **Condition**

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

All-wheel drive clutch wearing prematurely.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **39E7** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

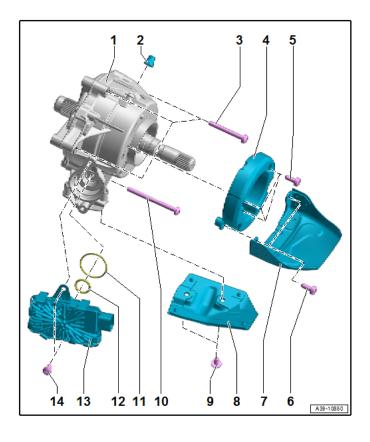
#### **Technical Background**

On a small number of Audi Q5 vehicles, the all-wheel drive clutch was not filled with the correct amount of oil due to an error in the filling process. As a result, the all-wheel drive clutch may wear prematurely.

# **QQQ**

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### **Service**



#### Replace all wheel drive clutch <1>:

- See ELSA Repair Manual: Repair Manual > Drivetrain > Rear Final Drive 0D2, 0D3, 0DB, 0B0, 0BX, 0DG, 0G2, 09R > 39 Final Drive, Differential > All Wheel Drive Clutch, Removing and Installing
- Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

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#### **Warranty**

#### **Claim Entry Instructions**

After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:

- ✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.
- ✓ Canada dealers: Upload the repair order to Audi WIN/Operations/Campaign Closure.

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Service Number	39E7			
Damage Code	0099			
Parts Vendor Code	002			
Claim Type	Sold vehicle: 7 10			
	Unsold vehicle: 7 90			
Causal Indicator	Mark all-wheel drive clutch as causal part*			
Vehicle Wash/Loaner	Do not claim wash/loaner under this action			
Criteria I.D.	01			
	Replace all-wheel drive clutch			
	Labor operation: 3960 55 99	240 T.U.		
	Quantity Part Number	Description		
	1.00 0CJ409431C 003	All-wheel drive clutch*		
	3.00 N 10739501	Bolt – Clutch to transmission (M8 x 70)		
	1.00 N 91239202	Bolt – Clutch to transmission (M8 x 100)		
	1.00 N 10772201	Clamp – Driveshaft boot		
	6.00 N 10719001	Bolt – Driveshaft to all-wheel drive clutch		
	1.00 8K0521142A	Seal – Driveshaft to flange		
	0.50 G 055515A2	Transfer box gear oil		
	AND			
	-AND-			
	Connect battery charger.			
	Labor operation: 2706 89 50	10 T.U.		
	-AND-			
	Connect vehicle diagnostic tester, program new all-wheel drive clutch			
	Labor operation: 3960 25 99	Time stated on diagnostic protocol		



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Additional Actions Some of the affected vehicles may be involved in additional Actions.

Please check your Elsa Campaign/Action Information screen so that any

additional required work can be done simultaneously.

Verifying Vehicle Eligibility To verify vehicle eligibility for this Update, always check the Elsa

Campaign/Action Information screen. The Elsa system is the only binding

inquiry and verification system; other systems are not valid and may

result in non-payment of a claim.

Help for Claim Entry

For questions regarding claim entry, contact Audi Warranty.

Required Customer Notification Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates

completed under this Update.

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### **Required Parts and Tools**

Due to the small number of affected vehicles (U.S. 9 & CAN 3 = 12 Total), parts will not be allocated prior to launch. If parts are needed to support a vehicle repair,

- US Dealers contact AVA with the VIN to order.
- Canadian Dealers contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@audi.com) or chat/text with VIN to order.

<u>Quantity</u>	Part Number	Part Description
1	0CJ.409.431.C 003	All-wheel drive clutch
3	N 107.395.01	Bolt – Clutch to transmission (M8 x 70)
1	N 912.392.02	Bolt – Clutch to transmission (M8 x 100)
1	N 107.722.01	Clamp – Driveshaft boot
6	N 107.190.01	Bolt – Driveshaft to all-wheel drive clutch
1	8K0.521.142.A	Seal – Driveshaft to flange
400ml	G 055.515.A2	Transfer box gear oil



# Technical Service Bulletin



Engine and Gearbox Jack
-VAS6931(or equivalent)



Engine/Gearbox Jack - Gearbox Support

-T10337-

(or equivalent)

#### Continued on next page



- GRX3000VAS-(or equivalent)



Diagnostic Tester
-VAS6150X(or equivalent)

#### **Additional Information**

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.