

# 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.

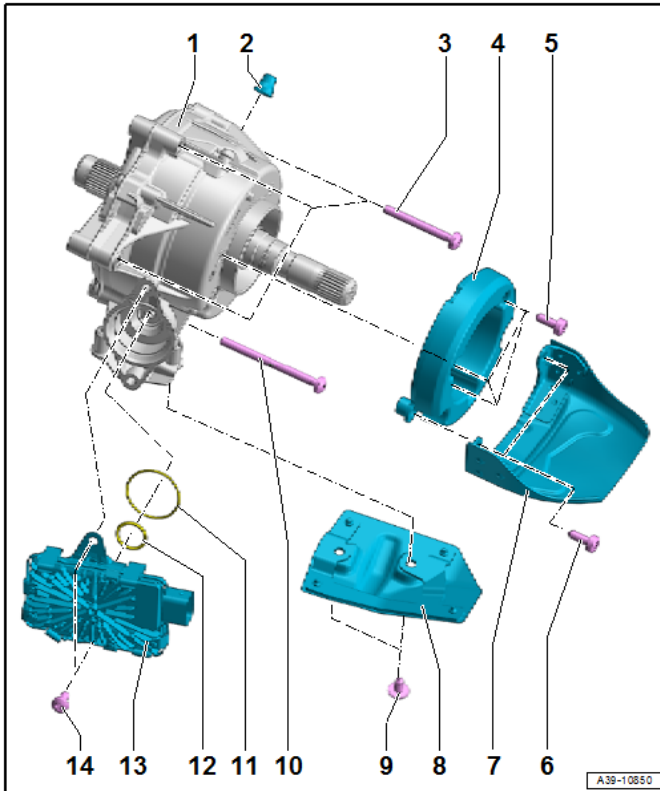
Vehicle must meet all of the following criteria:

- 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.

## 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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- 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>	<u>Part Number</u>	<u>Part Description</u>
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



 <p>Counterhold - Multiple Use -T10172A- (with adapters 5 and 6)</p>	 <p>Hose Clip Pliers -VAG1275A- (or equivalent)</p>
 <p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>	 <p>Torque Wrench 40 - 200 Nm -VAG1332- (or equivalent)</p>

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 <p>Engine and Gearbox Jack -VAS6931- (or equivalent)</p>	 <p>Engine/Gearbox Jack - Gearbox Support -T10337- (or equivalent)</p>
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 <p>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>	 <p>Diagnostic Tester -VAS6150X- (or equivalent)</p>
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## 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.