



Technical Service Bulletin

39 Transfer case leaks

39 19 25 2016880/8 September 5, 2019. Supersedes Technical Service Bulletin Group 39 number 19-24 dated August 29, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2007	000001 – 055095	Not Applicable
	2008	000001 – 011586	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised header (Corrected Elsa display issues)
7	08/29/2019	Revised <i>Warranty</i> (Updated Labor Operations and added Claim Types)
6	08/03/2010	Revised <i>Warranty</i> (Updated Labor Operations)

Leaks in the area of the transfer case.

- Oil leak between automatic transmission and transfer case (Figure 1, A).
- Oil leak at front driveshaft output flange on transfer case (Figure 1, B).

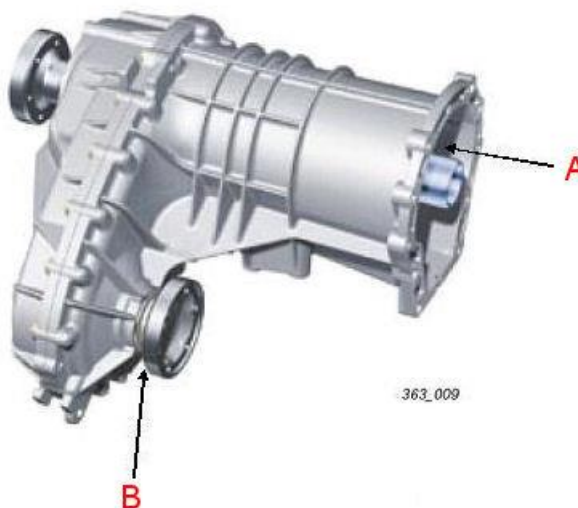


Figure 1. The input shaft seal (A), and the front driveshaft output flange seal (B).



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Technical Background

- Transfer case input shaft seal is damaged during installation.
- The internal circlip of the output flange shaft has come loose, allowing the output flange to move out slightly, causing seal to leak.

Production Solution

- Input shaft diameter reduced for safe installation.
- Improved production assembly process.

Service

Internal transfer case repairs are not allowed.

1. Replace the transfer case input shaft seal (Figure 1, A). Refer to Elsa for seal installation instructions.
2. Replace the complete transfer case assembly if the front driveshaft output flange seal is leaking (Figure 1, B). Refer to Elsa for transfer case removal and installation instructions.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3965		
Damage Code:	0050		
Labor Operations:	Transfer case remove + reinstall - 4.2L engine	3965 1900	See SRT
	Transfer case remove + reinstall - 3.6L engine	3965 1906	See SRT
	Transfer case input shaft seal remove + reinstall	3992 1950	See SRT
Diagnostic Time:	GFF	No allowance	0 TU



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	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2016880/8		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.			
Part Number	Part Description	Transmission Code	Quantity
0AQ321199B	Input shaft seal	All	01
0AQ341010J	Transfer case	All	01

Additional Information

All part and service references provided in this TSB (2016880) are subject to change and/or removal. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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