



Technical Service Bulletin

38 All-wheel drive coupling is stuck on or doesn't engage, no faults stored

38 19 17 2049498/4 November 14, 2019. Supersedes Technical Service Bulletin Group 38 number 18-13 dated April 12, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT	2013 - 2016	All	Quattro-All wheel drive
A3, A3 Cabriolet, S3, and Q3	2015 - 2016	All	Quattro-All wheel drive

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Warranty</i> (Added Claim Types) Revised <i>Required Parts and Tools</i> (Updated Parts Table)
3	04/12/2018	Revised <i>Required Parts and Tools</i> (Updated Parts Table)
2	12/21/2017	Revised <i>Warranty</i> (Updates Labor Operation)

Customer states:

- The vehicle is binding when cornering with a full steering wheel turn.
- The four-wheel drive does not work.
- When driving slowly and turning the steering wheel strongly the vehicle shudders.
- The front wheels break traction with aggressive acceleration from a stop.

Workshop findings:

- One or more of the customer statements can be reproduced.
- No relevant DTC is logged in the all-wheel drive control module, J492 (address word 0022).
- If the fuse for the control module of the four-wheel drive clutch is removed, the concern of "The vehicle is binding when cornering" or "When driving slowly and turning the steering wheel strongly the vehicle shudders" disappears.



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- There is a black mass in the strainer of the pump for the four-wheel drive clutch (Figure 1).



Figure 1. The strainer of pump for the four-wheel drive clutch.

Technical Background

Until the end of 2014, the oil used for the All-Wheel Drive Clutch led to precipitations of water (condensed water from the air and surrounding area). Together with particles of the clutch and steel plates, these precipitations form a black sludge. This sludge combined with the normal wear particles from the clutch clogs the strainer of the pump.

Production Solution

An improved All-Wheel Drive Clutch oil was introduced in the parts catalog that is less sensitive regarding precipitations. The improved oil has the same part number as the original oil.



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Service

Replacement of high-performance oil for the four-wheel drive clutch:

1. Drain the high-performance oil for the four-wheel drive clutch according to the Repair Manual.
2. Replace the pump for the four-wheel drive clutch -V181- (Figure 2, number 1) according to the Repair Manual.

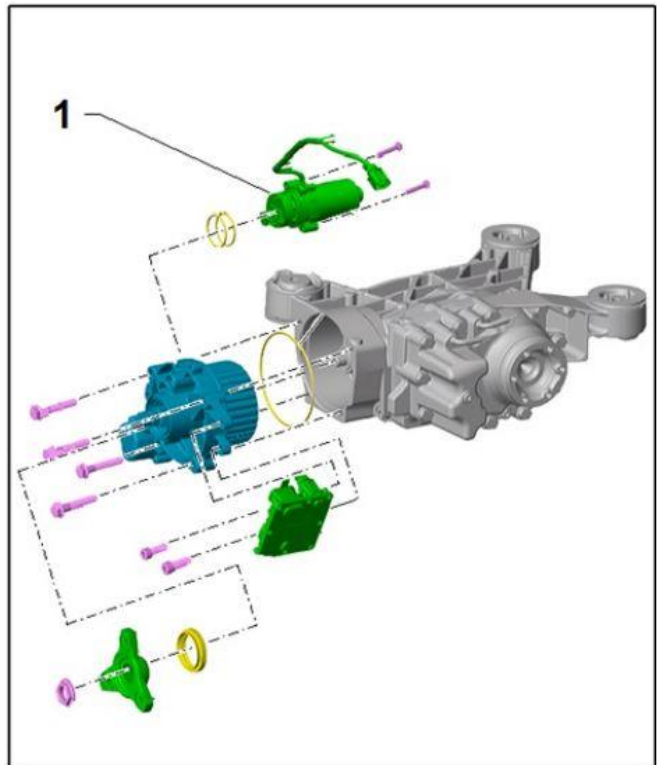


Figure 2. Pump for the four-wheel drive clutch.

3. Thoroughly clean the strainer of the pump for the four-wheel drive clutch and the pump housing.
4. Fit the pump for the four-wheel drive clutch according to the Repair Manual.
5. Fill the four-wheel drive clutch with high-performance oil according to the Repair Manual /parts catalog.
6. Bring the vehicle/high-performance oil for the four-wheel drive clutch to the operating temperature.
7. Then change the high-performance oil for the four-wheel drive clutch a second time according to the Repair Manuals/parts catalog.



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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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	3994		
Damage Code:	0017		
Labor Operations:	Remove and install a pump for four-wheel drive	3994 1900	See SRT
	Clean the pump for four-wheel drive	3994 2999	20 TU
	Replace oil for four-wheel drive clutch	3994 9999	40 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2049498/4		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
0CQ598549	Repair kit for pre-charging pump	01
G060175A2	High-performance oil for 4 wheel coupling	02
Check ETKA	Bolt, hex head with shoulder (Front Differential Mount Bolt) order to VIN of vehicle	01



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N 90281802	Seal bolt	01
N 91082701	Oil drain plug with seal	01
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (2049498) are subject to change and/or removal.

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