


Release Date	02/11/2020	<b>Technical Service Bulletin</b>	
<b>39E8 UPDATE</b>			 <b>Audi</b>
<b>Checking Flange Shaft – (NVLW)</b>			

Applicable Vehicles			
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, A7, A6	2019	See Campaign/Action screen in ELSA	See Campaign/Action screen in ELSA

Revision History		
Revision	Date	Purpose
1	February 11, 2020	Original publication


## Condition

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	On Audi Q5, A6 and A7 vehicles manufactured within a specific period, it is possible that the threads on the front left flange shaft may be damaged due to a production irregularity.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **39E8** 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.

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## Service

### NOTE:

- ELSA is the only valid inquiry/verification source. Check ELSA on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ELSA printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in ELSA, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- ELSA may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

EXAMPLE

- Enter the VIN in ELSA and proceed to the “Campaign/Action” screen.

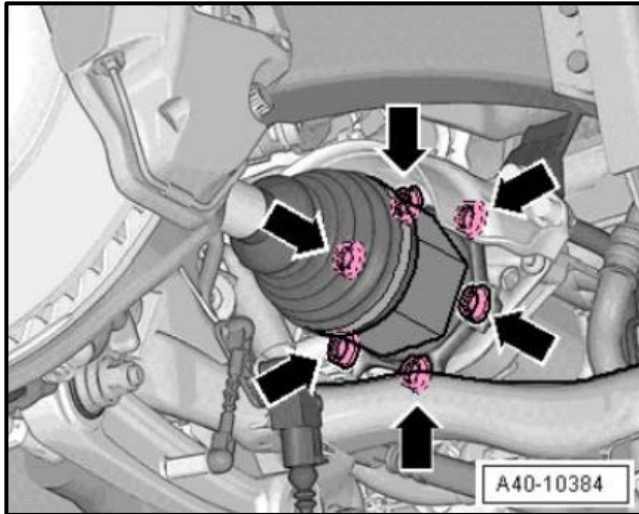
### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- **All Safety Recalls must be completed prior to completing this Update.**

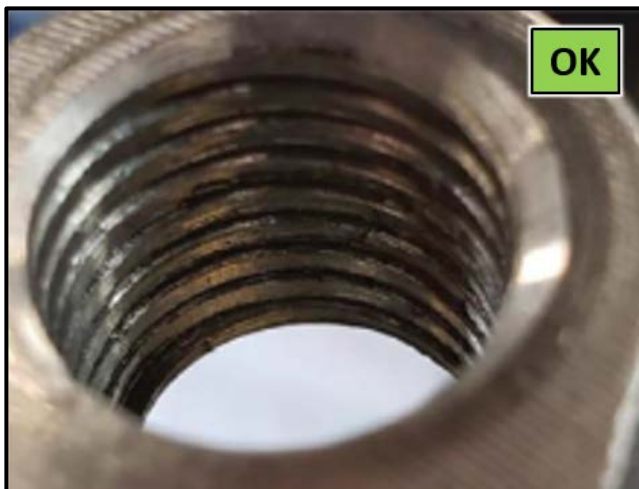
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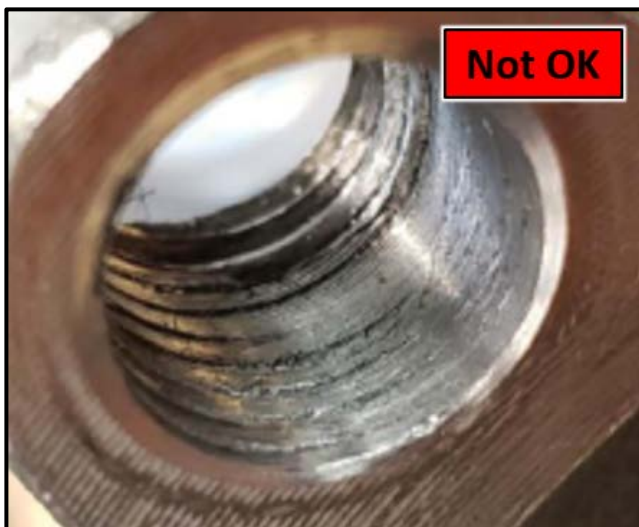



## Inspect threads on left side axle flange:

- Remove noise insulation.
- Remove bolts <arrows> on front left axle shaft (gearbox side) and pull axle shaft away so that holes on the flange shaft are visible.




- Check the threads in all six bolt holes on flange shaft for damage.
- If ALL six bolt hole threads are OK:
  - Flange shaft does not require replacement.
  - Replace the six axle shaft bolts and torque to 90 Nm + 90°.
  - Reinstall noise insulation in the reverse order of removal.
- If ANY of the six bolt hole threads are damaged:
  - The flange shaft requires replacement.
  - See ELSA Repair Manual: *Repair manual > Drivetrain > Servicing - 7-Speed Dual Clutch Transmission 0CJ, 0CL, 0CK, 0DK, 0DN, 0DP, 0HL > 39 Final Drive, Differential > Differential > Left Flange Shaft, Removing and Installing*



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**Note the following if replacing the flange shaft:**


- Standard vehicle height **MUST** be determined prior to lifting the vehicle (refer to the ELSA repair instructions).
- The fasteners must be torqued with the vehicle at standard vehicle height (curb weight position).
- The vehicle **MUST** be secured to the hoist when raising the suspension to standard vehicle height.

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## Warranty

<b>Claim Entry Instructions</b>			
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 <u>open on the day of repair</u> to the repair order.			
If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:			
<ul style="list-style-type: none"> <li>✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.</li> <li>✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure.</li> </ul>			
<b>Service Number</b>	39E8		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
	Inspect axle shaft flange; flange bolt holes are ok		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4041 19 99	90	Check axle shaft flange
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	6.00	N 91175601	Cylinder head screw with torx head

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<b>-OR-</b>	Inspect axle shaft flange; bolt holes damaged, axle shaft requires replacement		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4041 20 99	90	Check axle shaft flange
	3925 19 99	120	Replace axle shaft
	For vehicles with air suspension ONLY, add the following labor operations:		
	2706 89 50	10	Connect battery charger
	4316 25 99	Time stated on diagnostic protocol	Perform GFF operations for self-leveling suspension
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	0CS409355C	Shaft
	1.00	8E0407643A	Socket hd. screw with collar
	1.00	N 10106402	Shouldered hex. nut, self-locking
	1.00	N 10272202	Bolt, hex, hd. (combi.)
	2.00	N 10286110	Shouldered hex. nut, self-locking
	6.00	N 91175601	Cylinder head screw with torx head
	1.00	WHT006151	Shouldered hex. nut, self-locking
	1.00	WHT006917	Screw
	1.00	WHT007061	Screw

**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

<b>Parts Control Type:</b> <b>VIN to Order</b>	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> <li>• US Dealers - use AVA</li> <li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order</li> </ul>
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<b>Initial Allocation:</b> <b>NO</b>	Due to the small number of affected vehicles there will not be a parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Quantity	Part Number	P.O.C. Part Description	Ordering Method
6	N -911-756-01	Cyl Screw (axle flange bolt)	VIN to Order
Add ONLY if flange shaft requires replacement:			
1	0CS-409-355-C	Shaft (flange shaft)	VIN to Order
1	8E0-407-643-A	Screw (axle shaft bolt)	VIN to Order
1	N -101-064-02	Nut (suspension fork to shock)	VIN to Order
1	N -102-722-02	Bolt (suspension fork to shock)	VIN to Order
2	N -102-861-10	Nut (suspension fork to stab. link)	VIN to Order
1	WHT-006-151	Nut (ball joint)	VIN to Order
1	WHT-006-917	Screw (stab. link to stabilizer bar)	VIN to Order
1	WHT-007-061	Screw (suspension fork to stab. link)	VIN to Order

 <b>NOTE</b>
The specified part numbers reflect the status at the start of this Update. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

- 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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## Required Special Tools (if necessary)

	Spreader Tool  -3424-  (or equivalent)
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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.