



Date: February 10, 2020

To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,
General Manager & Parts Manager

From: Audi Customer Protection

Subject: Upcoming Update 39E8 – Checking Flange Shaft
Certain 2019 MY Audi Q5, Audi A6 and Audi A7 Vehicles

We would like to inform you of an upcoming Update, code 39E8.

What vehicles are affected?

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	A6	26
USA	2019	2019	A7	22
USA	2019	2019	Q5	12
CAN	2019	2019	A7	3
CAN	2019	2019	Q5	1

Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.

What is the issue?

On certain 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.

What does the repair procedure involve?

Inspection of the axle flange shaft, and if necessary, replacing the axle flange shaft.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about February 11, 2020.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system.

Dealers must ensure that every affected vehicle gets the update before delivery to consumers.
Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.