

Release Date	07/21/2020	Technical Service Bulletin		
39F2 UPDATE Replacing Drive Flange – (NVLW)				

Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2019	TT RS	5
CAN	2018	2018	TT RS	2

Revision History

Revision	Date	Purpose
1	July 21, 2020	Original publication

Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
FV	A drive flange which exceeds the manufacturing tolerances may have been installed in the vehicle. It cannot be ruled out that the drive flange could break during its service life. If this happens, the drive to the rear axle will fail.

Remedy

Criteria	Remedy
FV	Replace the input flange for the rear final drive.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **39F2** 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 ← 2	Open ← 1
EXAMPLE	

Campaign/Action	Start	Designation
← 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -
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.

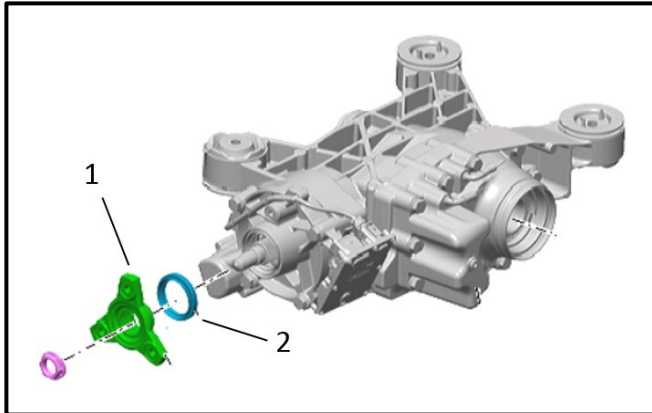
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

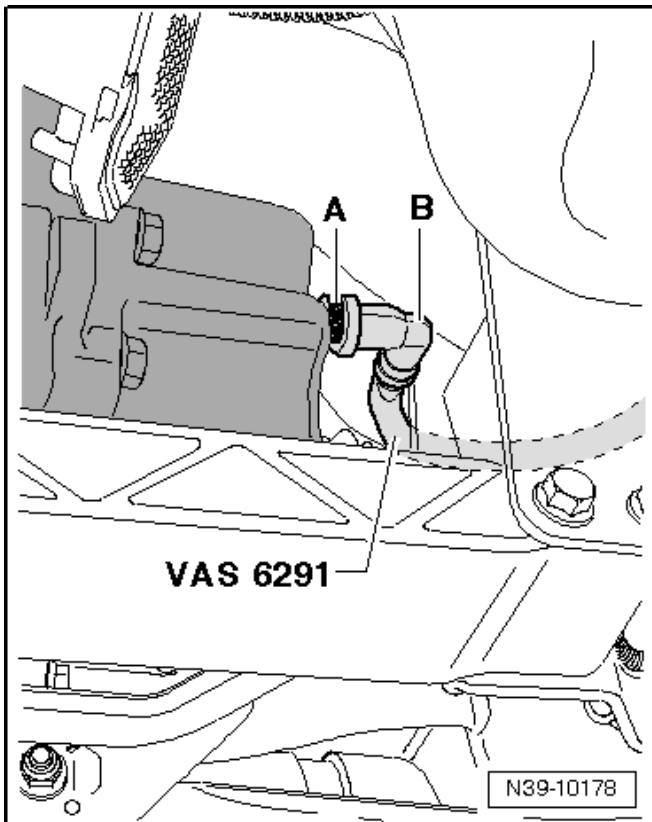


If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- All Safety Recalls must be completed prior to completing this campaign.**

39F2 UPDATE**Replacing Drive Flange – (NVLW)**

- Replace drive flange <1> and seal <2>:
 - Reference ELSA Repair Manual: *Repair manual > Drivetrain > Rear Final Drive 0CQ, 0CR, 0BR > 39 Final Drive, Differential > Seals > Input Shaft Seal, Replacing*



- Top off gear oil lost during the repair (estimated 350-400 ml):
 - Reference ELSA Repair Manual: *Repair manual > Drivetrain > Rear Final Drive 0CQ, 0CR, 0BR > 39 Final Drive, Differential > All Wheel Drive Clutch > All Wheel Drive Clutch Oil, Draining and Filling*

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Warranty

Claim Entry Instructions			
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: ✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. ✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure.			
Service Number	39F2		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark REP.KIT* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	FV		
	LABOR		
	Labor Op	Time Units	Description
	3955 55 99	190	Replace flange for rear final drive and top off gear oil
	PARTS		
	Quantity	Part Number	Description
	1.00	02D598289B	REP.KIT*
	1.00	G 060175A2	Gear Oil
	1.00	N 10784701	Bolt
	1.00	N 10784801	Screw
	1.00	N 90281802	Seal Bolt (Combination)
	3.00	WHT005179	12 Point Socket Head Screw

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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 <i>additional required work can be done simultaneously</i> .
Verifying Vehicle Eligibility	To verify vehicle eligibility for this Update, <i>always</i> check the Elsa Campaign/Action Information screen. The Elsa system is the <i>only</i> binding inquiry and verification system; other systems are not valid and <i>may result in non-payment</i> 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

Parts Control Type: VIN to Order and free order (see chart below)	If parts are needed to support a vehicle repair: - US Dealers - use AVA - CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Initial Allocation: NO	Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
FV	1	02D-598-289-B	Rep.Kit	VIN to Order
	1	G -060-175-A2	Gear oil	Free Order
	1	N -107-847-01	Bolt	Free Order
	1	N -107-848-01	Screw	Free Order
	1	N -902-818-02	Bolt	Free Order
	3	WHT-005-179	Screw	Free Order

 NOTE
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.

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.