



# Technical Service Bulletin

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

38 17 11 2049498/2 December 21, 2017. Supersedes Technical Service Bulletin Group 38 number 17-10 dated November 30, 2017 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
2	-	Revised <i>Warranty</i> (Updates Labor Operation )
1	11/30/2017	Initial publication

### Customer may report:

- The vehicle is binding when cornering with 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. Strainer of pump for 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 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 catalogue which is less sensitive regarding precipitations. The improved oil has the same part number as the original oil.



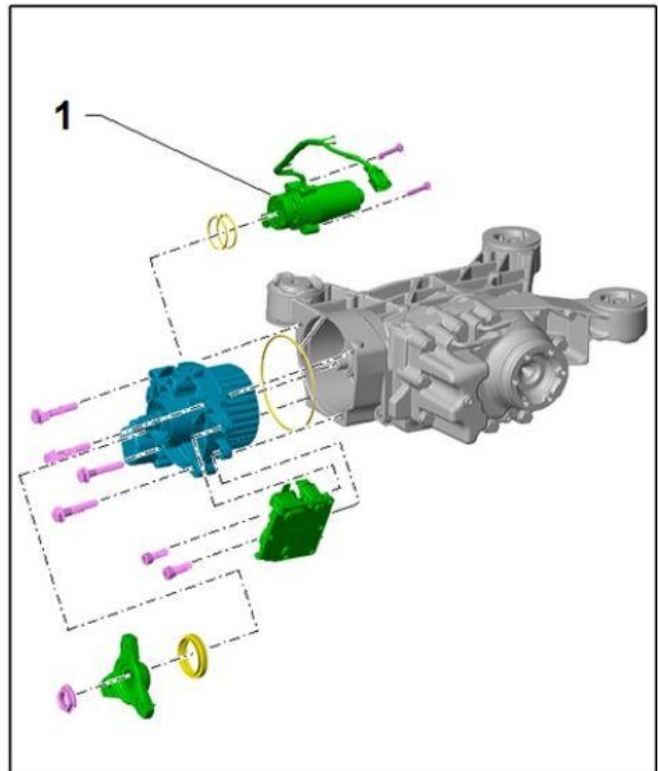
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## Service

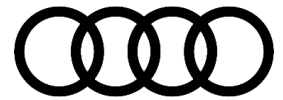
### Replacement of high-performance oil for the four-wheel drive clutch:

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 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 catalogue.
6. Bring the vehicle/high-performance oil for 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 catalogue.



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## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	3994		
<b>Damage Code:</b>	0017		
<b>Labor Operations:</b>	Remove and install pump for four-wheel drive	3994 1900	90 TU
	Clean pump for four-wheel drive	3994 2999	20 TU
	Replace oil for four-wheel drive clutch	3994 9999	40 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 50 TU)
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2049498/2		

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

Part Number	Part Description	Quantity
0CQ 598 549	Repair kit for pre-charging pump	1
G 060 175 A2	High performance oil for 4 wheel coupling	2

## Additional Information

All parts and service references provided in this TSB (2049498) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.



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