

# Technical Service Bulletin



## 27 Vibrations felt at 1000 rpm and 3000 rpm

27 15 25 2036392/4 March 20, 2015. Supersedes Technical Service Bulletin Group 27 number 14-23 dated April 24, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S6, S7, RS 7, A8, S8	2013 - 2015	All	4.0 TFSI

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (Added model years) Revised <i>Service</i> (Revised entire section) Revised Warranty (Updated Labor Operations)
3	4/24/2014	Revised Warranty (Updated damage code)
2	4/21/2014	Revised <i>Service</i> (Changed instructions)
1	2/11/2014	Initial publication

- Vibrations are felt at 1000 rpm and 3000 rpm.
- The following DTCs may be stored in the subframe mount control module, J931 (address word BA):
  - **DTC B201000** (No basic setting)
  - **DTC B200500** (Data record invalid)

## Technical Background

The basic settings of the active engine mounts in the subframe mount control module, J931, are deactivated when work is done on either of the vehicle electrical system control modules, J519 and/or J520 (for example, when a key is programmed). As a result, the vehicle vibrates or judders when cylinders are actively switched off.

## Production Solution

Optimized J931 control module software.

## Service

- Before proceeding, attempt to verify the vibration concern by performing a test drive. During the test drive, observe the vehicle in the following conditions:
  - In 3<sup>rd</sup> or 4<sup>th</sup> gear (tip mode) at 2500 to 3200RPM.
  - Approximately 50% throttle input.
- If the condition cannot be reproduced, this bulletin does not apply.
- If the condition can be reproduced, follow the instructions for the appropriate model below.

### For S6, S7, and RS 7:

Update the J931 control module:

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the J931 control module using the SVM action code as listed in the table below, if necessary.
3. Perform J931 basic settings after SVM is completed.



**Tip:** If J931 basic settings are not performed after the SVM update, the motor mounts will not properly dampen engine movement and the claim will be denied.

Model	Engine	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Code Input
S6, S7, RS 7	4.0T	4H0907145	0006	4H0907145B	0008	BAA001

4.
  - If condition *is* eliminated, release vehicle.
  - If condition *is not* eliminated, open a TAC ticket and attach the diagnostic log showing that the SVM and basic settings have been completed.

### For A8 and S8:

Update the J931 control module:

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the J931 control module using the SVM action code as listed in the table below, if necessary.
3. Perform J931 basic settings after SVM is completed.



**Tip:** If J931 basic settings are not performed after the SVM update, the motor mounts will not properly dampen engine movement and the claim will be denied.

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Model	Engine	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Code Input
A8, S8	4.0T	4H0907145	0006	4H0907145B	0008	BAA001

4. Align the exhaust system according to Elsa at *Repair Manual >> Engine >> Engine Mechanical, Fuel Injection and Ignition >> 26 Exhaust Systems, Emission Controls >> Exhaust System, Installing without Tension*.
5. Perform J931 basic settings after aligning the exhaust.
4.
  - If condition *is* eliminated, release vehicle.
  - If condition *is not* eliminated, open a TAC ticket and attach the diagnostic log showing that the SVM and basic settings have been completed.

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## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	1039		
<b>Damage Code:</b>	0041		
<b>Labor Operations:</b>	SVM update	1039 2599	Time stated on diagnostic protocol (Max 50 TU)
<b>Diagnostic Time:</b>	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2036392/4		

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.

## Additional Information

All parts and service references provided in this TSB (2036392) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.