



Technical Service Bulletin

37 Transmission warning message in cluster; gearbox in limp mode (DTC P17E100)

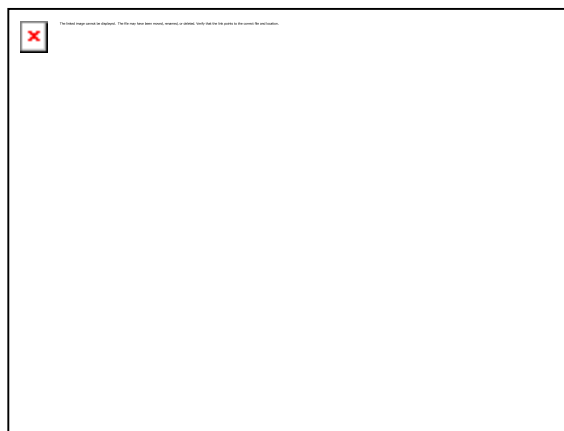
37 17 76 2034163/2 February 27, 2017. Supersedes Technical Service Bulletin Group 37 number 13-08 dated June 17, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4	2010 - 2011	All	S tronic Transmission
A5, S5	2010 - 2012	All	S tronic Transmission

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated SVM table)
1	06/17/2013	Initial publication

- Customer may report that the transmission does not work correctly.
- Shortly after a cold start, the following message appears in the instrument cluster display: “Gearbox Malfunction! Journey can be continued”. The gearbox is in limp mode until the key is cycled.
- The issue is very sporadic and cannot be reproduced with a test drive.
- **DTC P17E1** (Gear positioner 2 mechanical malfunction) with **DFCC 9473** is stored in the DSG transmission Mechatronic control module (J743) (address word 0002).
- The DFCC is the 4-6 digit code that is typically listed before the fault code (Figure 1).





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Figure 1. DFCC 4-6 digit code listed before the fault code

Technical Background

Software error in the DSG transmission Mechatronic control module (J743) (address word 0002).

Production Solution

New software in the DSG transmission Mechatronic control module (J743) (address word 0002) addressed the condition.

Service

SVM Update Instructions

1. Follow all instructions in the attached TSB, 2011732, *00 Software Version Management (SVM), operating instructions*.
2. Update the DSG transmission Mechatronic control module (J743) (address word 0002) using the SVM action code as listed in the table below if necessary:

Model	Engine and Transmission	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Action Code
S4 or S5 Cabriolet	3.0 T-FSI S tronic 0B5	8K1927156K	0011	8K1927156K	0012	02A086
		8K2927156S	0002	8K2927156S	0003	



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Warranty

Claim Type:	<ul style="list-style-type: none"> G10 for CPO Covered Vehicles – Verify Owner. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	3481		
Damage Code:	0039		
Labor Operations:	Update DSG transmission Mechatronic control module	3481 2599	50 TU
	Charge battery	2706 8950	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 20 TU)
	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)		
Claim Comment:	As per TSB #2034163/2		

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.

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.



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All parts and service references provided in this TSB (2034163) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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