

Technical Service Bulletin



37 Rough gear changes both when accelerating and slowing down

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, TT	2004-2014	All	All with 02E DSG Transmission
Q7	2007-2014	All	All with 09D, 0AT or 0C8 AISIN Automatic Transmissions
A4, A5, A6, A7, A8, and Q5	2006-2014	All	All with 09L, 09E, 0B6 or 0BK, ZF Automatic Transmissions
S4, S5, S6, S7, and RS5	2010-2014	All	All with 0B5 DSG Transmissions

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added model years)
1	02/28/2012	Initial publication

- Rough gear changes, both when accelerating and when slowing down.
- There is a rough driving power disruption that occurs sporadically and lasts for less than a second.

Technical Background

After a mechatronics, torque converter, or complete gearbox replacement, the clutches must be adapted to the new component. This requires a gradual move of the clutch linings toward the optimal operating points in the most diverse load conditions. As a result, sporadic driving power disruptions lasting for less than a second or reduced shift comfort are possible over the first 500 miles. This is normal, and these issues will decrease over time.

The issues can also occur if the adaptation values of the gearbox were deleted.

Production Solution

Not applicable.

Service

1. As with any shift concern, check the fluid level and condition.
 - If the fluid level is low, correct the level then test drive to confirm the issue still exists.
 - If burnt or contaminated fluid is found, call the Technical Assistance Center before doing any repairs.
 - If fluid level and condition are okay, proceed to step 2.
2. If a mechatronics unit, torque converter, or complete gearbox were replaced, ensure that the clutches have been adapted. Adaptation of the clutches may also be necessary after certain software updates or if the adaptations have been cleared. Follow the procedure in Elsa or through Guided Fault Finding to start the clutch adaptations toward full adaptation.

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2028715) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.