

# Technical Service Bulletin



## 27 Vibrations felt at 1000 rpm and 3000 rpm

27 14 23 2036392/3 April 24, 2014. Supersedes Technical Service Bulletin Group 27 number 14-22 dated April 21, 2014 for reasons listed below.

| Model(s) | Year | VIN Range       | Vehicle-Specific Equipment |
|----------|------|-----------------|----------------------------|
| S6, S7   | 2013 | All             | 4.0 TFSI                   |
| S6, S7   | 2014 | 000001 - 097135 | 4.0 TFSI                   |
| RS 7     | 2013 | All             | 4.0 TFSI                   |
| RS 7     | 2014 | 900001 - 902768 | 4.0 TFSI                   |
| A8, S8   | 2013 | All             | 4.0 TFSI                   |
| A8, S8   | 2014 | 000001 - 049129 | 4.0 TFSI                   |

## Condition

| REVISION HISTORY |           |   |
|------------------|-----------|---|
| Revision         | Date      | Purpose                                       |
| 3                | -         | Revised <i>Warranty</i> (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.

# Technical Service Bulletin



## 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, proceed with the following instructions to 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<br>(or lower) | New Software Part Number | New Software Version<br>(or higher) | SVM Code Input |
|-------------------------|--------|--------------------------|------------------------------------|--------------------------|-------------------------------------|----------------|
| S6, S7, RS 7,<br>A8, S8 | 4.0T   | 4H0907145                | 0006                               | 4H0907145B               | 0008                                | BAA001         |

If condition is eliminated, release vehicle. If condition still exists, open a TAC ticket and attach the diagnostic log that shows that the SVM and basic settings have been completed.

# Technical Service Bulletin



## 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) |
|                          | Battery charge   | 2706 8950 | 10 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<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) |           |  |
| <b>Claim Comment:</b>    | As per TSB #2036392/3  |           |  |

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.