Technical Service Bulletin

37 Harsh 2-1 shift with automatic gearbox (0B6) - A4, A5

37 13 81 2021193/3 January 16, 2013. Supersedes Technical Service Bulletin Group 37 number 12-64 dated August 31, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009	All	0B6 gearbox
A5	2009	All	0B6 gearbox
S5	2009	All	0B6 gearbox

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Service* (Added S5 model to table)
2	8/31/2012	Revised *Service* (Updated SVM table) Revised *Warranty* (Updated GFF)
1	8/14/2009	Original publication

Customer may report:

- Vehicle shudders briefly before a stop.
- Gearbox downshift uncomfortable at low speeds.

Workshop findings**:**

At a speed below 6 mph, the vehicle shudders briefly before stopping.

Technical Background

Because of an unfavorable adjustment between engine and gearbox, vehicle can shudder under certain driving conditions when changing from second to first gear.

Production Solution

Transmission control unit software improved.

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Service

1. Try to reproduce the customer complaint so that it can be clearly assigned to this TSB.
    If this TSB applies, follow the steps below.

2. Per SVM software chart below, check whether the vehicle requires a software update.
    If the transmission control unit is below the listed new version, update the transmission control unit (J217) via SVM.

3. Follow all instructions in the attached TSB 2011732 *00 Software Version Management (SVM), operating instructions*.

Model	Transmission	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Action Code
A4 2.0 TFSI	0B6	8K0927158C	0050	8K0927158C	0052	B802A012
A4 3.2 FSI	0B6	8K0927158D	0020	8K0927158D	0022	02A007
A5 3.2 FSI	0B6	8K0927158D	0020	8K0927158D	0022	02A007
S5 4.2 FSI	0B6	8K0927158B	All	8K0927158E	0021	8T02A005
S5 4.2 FSI	0B6	8K0927158E	All	8K0927158E	0021	8T02A005

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3730		
Damage Code:	0039		
Labor Operations:	Charge battery	2706 8950	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol max 40 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 #2021193/3		

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

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

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

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

Technical Service Bulletin

00 Software Version Management (SVM), operating instructions

01 09 06 2011732/7 May 13, 2009. Supersedes Technical Service Bulletin Group 01 number 08-33 dated December 15, 2008 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi	2002 – 2010	All	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
7	-	Revised *Service* (Step 6)
6	12/15/2008	Revised *Service* (Step 3 – added information concerning use of wireless VAS 5054A transmitter head)
5	11/17/2008	Revised Title to include Repair Group
4	10/21/2008	Revised *Service* (Step 3 – added information concerning Windows power savings settings)

This Technical Service Bulletin details the general process for carrying out a Software Version Management (SVM) software update for any TSB/RVU.

Troubleshooting information is included in the *Additional Information* section.

Technical Background

SVM is a process to update the programming in flashable (re-programmable) control modules and/or to document changes in software levels in Audi vehicles. This system uses the VAS 5051B or VAS 5052 diagnostic tools to send vehicle-specific data to the SVM database, to download instructions from the SVM database, and to flash control units for identified software updates.

The technician must first diagnose the condition in the vehicle and find a Technical Service Bulletin that describes that condition. This conditional bulletin specifies the appropriate action code for the programming update to be carried out immediately. SVM eliminates the need to wait for Flash CDs to be sent to the dealer and eliminates problems such as scratched or missing discs. This allows the updates to be performed faster and more efficiently at the dealership.

Production Solution

Not applicable.

Technical Service Bulletin

Service

1. If you encounter a vehicle with a tuned ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming:

   ⚠️ **Note:**
   Any Update Programming procedure (flash) may overwrite any tuned ECM or TCM programming. A *tuned* ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Audi of America, Inc.

   a. Notify the owner that their ECM or TCM was found to have been tuned.

   b. Notify the owner that any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by Audi of America, Inc. warranties.

   c. Obtain the owner's written consent (see attached Control Module Tuning form) for any requested repair - under warranty *or* outside warranty - that requires flashing that will automatically overwrite the tuned program.

2. Ensure the TSB stating the condition in the vehicle applies to the customer complaint and the operator has a valid GeKo user ID and password. *Only* perform operations *explicitly* stated in the TSB or RVU.

3. Check to see that the following tester requirements are met:

   • VAS 5051B Minimum Base CD Version 12.00.

   • VAS 5051B/5052 Minimum Base CD Version 12 with Brand CD 12.61 installed.

   • VAS Base Software Patch CD (Audi Technical Literature item number 42BaseSoftwarePatch) is installed in the VAS 5051 / 5052. This patch is already in Base 12.0.

   • VAS 5051X is plugged into a 110V AC power supply at all times.

   • Connect 5051B and 5052 to the local network.

   • For A4s after VIN 8E_5A400000 (B7 Platform), always use the 6017B K Line Adapter to ensure communication to all modules.

   • If the wireless VAS 5054A transmitter head is used in conjunction with a VAS 5052A or VAS 5051B tester, the transmitter head and the tester must be connected with a USB cable.

   • Ensure the Windows power savings are set correctly (disabled) for VAS testers operating with an open Windows interface where users have access to all regular PC operating system functions (implemented by running the Base V14.00.00 Recovery DVD).

   ⚠️ **Note:**
   If the Windows screensaver activates during a control module software update and the hard drive shuts down as a result of the power settings, a control module failure may result. Refer to Service Circular ATE-08-23 for more information.

   ⚠️ **Note:**
   Do *not* use a 6017 or 6017A while flashing. Doing so may result in complete control module failure.

4. Check to see that the following vehicle requirements are met:

   • Battery must have a minimum no-load charge of 12.5V.

   • Connect vehicle to a powered Audi-approved battery charger. Do not use a trickle charger or battery maintainer.

   • Turn off the radio and all other accessories, and when necessary, switch running lights off by applying the emergency brake or through the MMI option menu.

   • Turn off any appliances with high electromagnetic radiation (such as mobile phones).

- If communication with a module cannot be properly established, appropriate repairs must be made before attempting SVM. If the tester cannot communicate with a module, the tester cannot flash software onto the module.

5. In the VAS Tester, enter into GFF program. Address or record all DTCs related to a customer concern before continuing. Sporadic communication DTCs will be created during the flash procedure and must be erased with all other sporadic DTCs by GFF after exiting the flash test plan.

6. Enter the SVM update into the User Test Plan by selecting the **Audi Flashing** option at the main tester screen.

   Tip: If you have not installed the Base 15 CD update, select the following inside GFF: *Go to >> Function/Component Selection >> Problem Related Hardware and Software Update >> Direct Input: SVM code for problem related update*.

7. Follow the SVM update procedure and enter the SVM Action Code found in the Conditional TSB when prompted.

8. Enter your GeKo ID when requested and data will be transmitted to the SVM server, which will respond with instructions to continue. The procedure may include one, or any combination of the following, for one or multiple control modules as specified in the TSB/RVU:

   - Check a control module.
     This will occur when SVM does not recognize the control module as valid for the vehicle. If there is no customer concern and no DTC regarding this control module, report the issue to the Technical Assistance Center (TAC) with the required information specified in the *Additional Information* section below. Always report MMI issues to the TAC *before* attempting a repair.

   - Update a control module (flash).

   - Code a control module.

9. *Always* continue until the following text is displayed: **Vehicle conversion/update has been successfully performed. The changes have been stored in the system. Thank you.**
   If the update programming aborts for any reason before full completion, ensure that VAS Base Software Patch CD (Audi Technical Literature item number W42BaseSoftwarePatch) is installed in the VAS 5051 / 5052, and restart the SVM flash function test from the test plan again. If a Technical Assistance Center contact is necessary, attach the diagnostic log to the ticket.

   Tip: The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim or action is carried out that is not *explicitly* stated in the TSB/RVU.

10. Verify that all steps or special procedures mentioned in the TSB/RVU have been carried out. Then finish the test plan and exit GFF via the **Go to** button. Answer the Warranty questions accordingly and print out or save the diagnostic log when prompted.

Tip: During the flash procedure, an estimated time will be shown. This value is not used for actual SRT calculation.

Warranty

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

Additional Information

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Checking for Internet Connectivity

With the tester connected to the internet, add and carry out the SVM Communication Test to the GFF test plan which can be found here:

GFF >> Go To >> Function/Component Selection >> SVM >> SVM Communication, Checking

GeKo Registration and ID Check

To obtain a GeKo user ID and password, follow the instructions in the GeKo ID Request form found here:

→ www.AccessAudi.com >> Service >> All Service Reports and Publications >> GeKo ID Request Form

To check your GeKo ID, perform the following test from the Tester Startup Screen with the tester connected to the internet:

Administration >> Network Settings >> GeKo Test

Tester URL Confirmation

To rule out incorrect tester URLs, select the following from the Tester Startup Screen:

Administration >> Network Settings >> GeKo Test >> Displaying target URL >> Audi URLs

The *OnlineFlashen* address must match this address *exactly*: *https://lpnbb.vwhub.com/MirrorServer.bb*

If the URL does not appear correctly, perform the URL update installation procedure as announced in Service Circular ALS-05-21 dated Oct. 14. 2005, Update CD Part Number *W42URLUPDATECD*

Testing the SVM Connection

SVM Communication checking. It will ask for your user ID and Password. If the test fails, change the port, cord, and/or tester and run this test again.

Further Tester Assistance

If any of the listed troubleshooting procedures and/or checks result in errors or yield no solution and further assistance is required, please follow these steps:

1. Utilize the information contained in the *Function Description* button in the tester at the point of the error.

2. Report the problem to the shop network administrator for further investigation.

3. Contact the responsible support team for further assistance:

   - **Service Department Applications** (GeKo, ElsaWeb, Hotline Channel, Telediagnosis, and ServiceNet): 866-892-3375.

   - **VAS 5051/5052 Software Subscriptions:** 800-544-8021.

   - **VAS 5051/5052 Software Support:** 248-754-4723.

Technical Assistance Center Contact Requirements

Contact the TAC via the Technical Assistance Contact System in ElsaWeb in cases where there is a clear technical issue with the vehicle or response from the SVM system. Always include the following information in the contact:

- SVM Action Code attempted.

- Control module(s) address word(s) that are in question.

- The *complete* tester diagnostic log from the GFF session.

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

OWNER INFORMATION ABOUT CONTROL MODULE TUNING* ACKNOWLEDGEMENT AND AUTHORIZATION FOR REPROGRAMMING (REFLASHING) OF CONTROL MODULE(S)
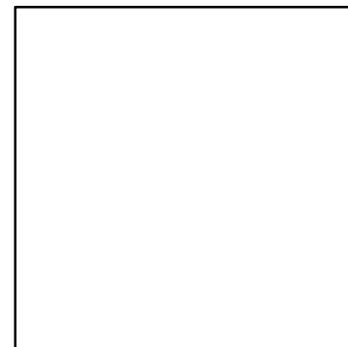
*) *"TUNING" is described as the addition of or modification of any component which causes an Audi vehicle to perform outside the normal parameters and specifications approved by Audi of America, Inc..*

Date: _____

Dealer Number: _____

Vehicle Identification Number: _____

Repair Order Number: _____

Dealer stamp

I _____ , owner or driver of the above identified Audi, confirm:

❏ "Tuning" as described above (especially power increasing modifications) has NOT been performed on my vehicle.

❏ "Tuning" as described above has been performed on my vehicle and the following components were modified or installed:

_____

_____

TUNING was performed by (Please provide Company name and telephone number, if you wish us to contact them): _____

_____

I understand that if my Control Module is determined to have been tuned, any damage caused by the tuning of the Control Module (including adverse emissions consequences) will not be covered by Audi of America, Inc. warranties.

I am permitting an authorized Audi Dealer to reflash (update) my Control Module, and by doing so, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the Control Module of my Audi vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and Audi of America, Inc., will not be liable in any way for the loss of tuning data.

_____
Signature of Customer