



# Technical Service Bulletin

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## 35 Gearbox Malfunction warning on, DTC P17F900 is stored in the TCM

35 23 47 2064312/5 December 11, 2023. Supersedes Technical Service Bulletin Group 35 number 23-45 dated September 20, 2023 for reasons listed below.

| Model(s)   | Year        | VIN Range | Vehicle-Specific Equipment |
|--|-------------|-----------|----------------------------|
| A4, A4 allroad,<br>A5, A5 Cabriolet,<br>A5 Sportback,<br>A6, A6 allroad,<br>A7, and Q5 | 2020 – 2023 | All       | DL382 Transmission         |
| Q5 Sportback   | 2021 – 2023 |           |                            |

## Condition

| REVISION HISTORY |      |                                      |
|------------------|------|--------------------------------------|
| Revision         | Date | Purpose                              |
| 6                |      | Revised header (Updated Model Years) |
| 5                |      | Revised header (Updated Model Years) |
| 4                | -    | Revised header (Updated Model Years) |

### Customer states:

- The gearbox malfunction message is on.

### Workshop findings:

The following DTC may be stored in the transmission control module (TCM), -J217- (address word 0002):

- DTC P17F900** (Parking lock Mechanical malfunction) with symptom code 22345.

There may be various other DTCs indicating a low hydraulic pressure.

## Technical Background

Not applicable.

## Production Solution

Not applicable.

## Service



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Please read the entire work procedure before starting the actual work so the scope and number of the repair options are understood completely.

If the DTC P17F900 with symptom code: **22345** is stored Active/Static (Figure 1) continue with this repair. If the DTC is not active/static and/or the symptom code does not match, this TSB does not apply.

#### DTC memory entry

Number:

P17F900: Parking lock Mechanical malfunction

Error type 2:

active/static

Symptom:

22345

Status:

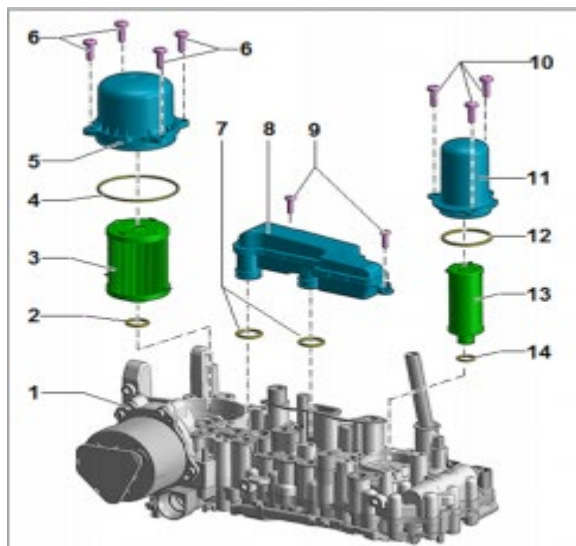
10100111

**Figure 1.** DTC code, active/static, and symptom code.

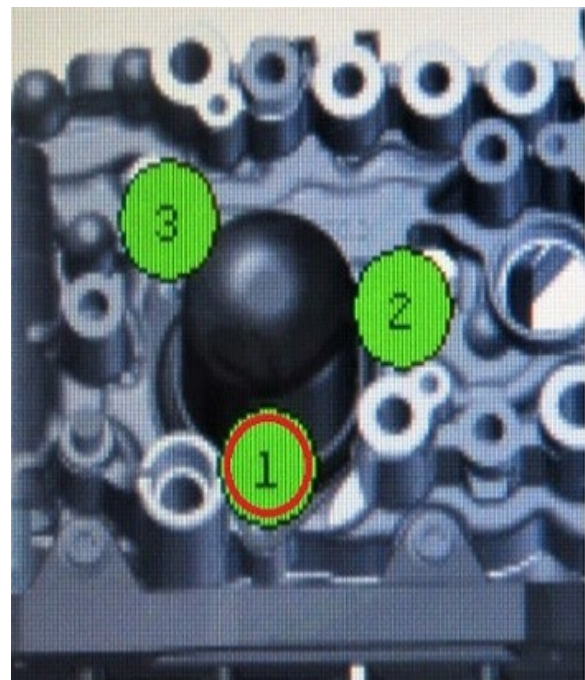
1. Follow Guided Fault Finding for the DTC and if the result of the test plan states to replace the Parking Lock Solenoid N486 then proceed with this repair.

*If Guided Fault Finding recommends a different repair this TSB **does not** apply.*

2. If the result of the Guided Fault Finding test plan was to replace Parking Lock Solenoid N486 the next step is to remove the Mechatronics unit per the Elsa Repair Manual.
3. After removing the Mechatronics unit perform a visual inspection of the installation of the bolts for pressure filter 2 (Figure 2, Position 10 and 11) this is the smaller of the 2 canister filters installed to the mechatronics unit with 3 bolts attaching the filter to the unit (Figure 3).



**Figure 2.** Mechatronics parts.



**Figure 3.** Bolt locations.



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4. After inspecting the bolts there are 3 different repairs that can be performed depending on your findings:

## Option 1

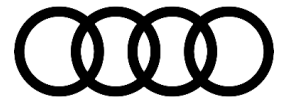
One or more bolts are loose (Figure 4).

You may also see the securing ring is not flush to the valve body which would mean the bolts are loose.

If the bolts are loose, replace pressure filter 2 along with the bolts as described in the Workshop Manual. Claim Option 1 in the Warranty Table below.



*Figure 4. Loose bolts.*



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## Option 2:

One or more bolt heads are broken off or missing (Figure 5).

If any of the bolts are broken, replace the Valve Body and reuse the Transmission Control Module per the Elsa Repair Manual. (If no valve body is available for your vehicle replace the Mechatronics unit and note this on the repair order). Claim Option 2 in the Warranty Table below.

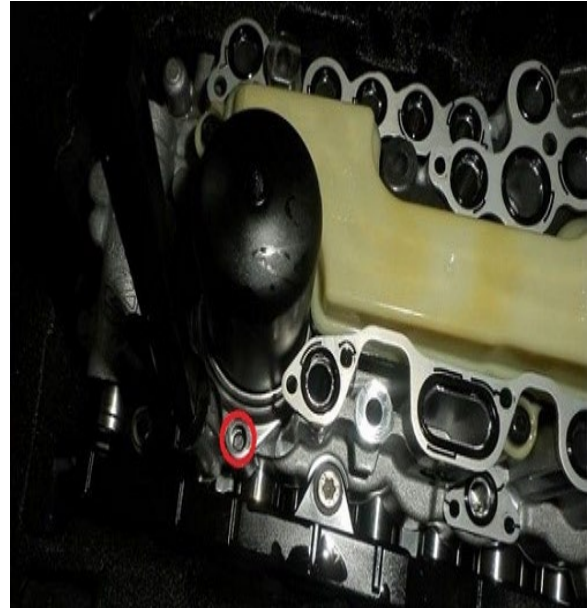


Figure 5. The bolt head is missing.

## Option 3:

All 3 bolts are tight. Replace the Parking Lock Solenoid N486 and the Pressure pipe for the N486 (Figure 4) per the Elsa Repair Manual. Claim Option 3 in the Warranty Table below.

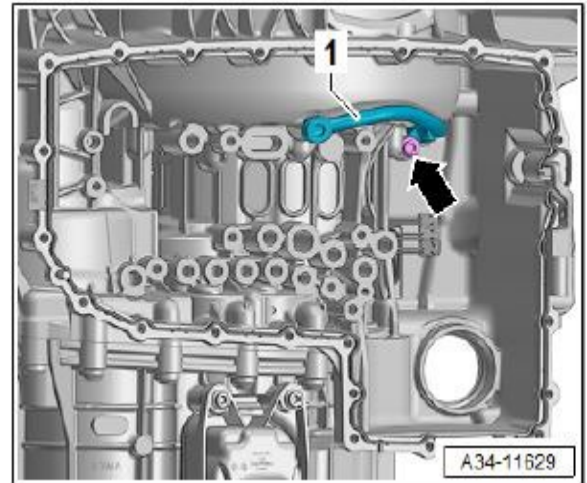


Figure 4. Pressure pipe for the parking lock solenoid.

|   |  |
|---|--|
| <b>NOTICE</b>   |  |
| <b>PHEV Models require transmission removal which requires the HV system to be deactivated. Read and follow all of the Elsa Repair Manual steps and safety precautions.</b> |  |

5. After the repair, perform a test drive to confirm proper operation.

## Warranty

|                    |   |
|--------------------|---|
| <b>Claim Type:</b> | <ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> </ul> |
|--------------------|---|



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|  |  |   |   |
|--|--|---|---|
|  | <ul style="list-style-type: none"> <li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul> |   |   |
| <b>Service Number:</b>                           | 3511   |   |   |
| <b>Damage Code:</b>                              | 0010   |   |   |
| <b>Labor Operations:<br/>(All three options)</b> | Remove and install the mechatronic unit  | 3511 19XX   | See SRT with associated operations                                  |
|  | Check mechatronic unit   | 3511 0199   | 10 TU   |
| <b>Repair Option #1</b>                          | Replace oil filter (pressure filter)   | 3488 5599   | 20 TU   |
| <b>Repair Option #2</b>                          | Mechatronic disassemble and reassemble (Replace valve body)  | 3511 3750   | See SRT with associated operations                                  |
| <b>Repair Option #3</b>                          | Replace hydraulic control unit   | 3482 5599   | 40 TU   |
|  | Transmission remove and install  | 3435 19XX<br><b>(Q5 PHEV and A7 PHEV only)</b>        | See SRT with associated operations                                  |
|  | Catalytic converter remove + reinstall   | 2673 1943<br><b>(A6/A7 with 3.0 TFSI engine only)</b> | See SRT with associated operations                                  |
| <b>Diagnostic Time:</b>                          | GFF  | 0150 0000   | Time stated on the diagnostic protocol (Max 60 TU) (PHEV Max 90 TU) |
|  | Road test prior to service procedure   | No allowance  | 0 TU  |
|  | Road test after service procedure  | 0121 0004   | 10 TU   |
| <b>Claim Comment:</b>                            | As per TSB 2064312/5   |   |   |

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.

## Required Parts and Tools

|   |
|---|
| Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. |
| <b>All Repair options require the following parts:</b>  |



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| Part Number  | Part Description  | Quantity  |
|--|---|---|
| See ETKA   | Fasteners, Bolts, Nuts, and Screws as needed per the Elsa Repair Manual | See ETKA/ELSA   |
| N 10156207   | Oval Hexagon socket head bolts (Pan Bolts)                              | 25 (All except 0DK Transmission PHEV)<br>29 (0DK Transmission PHEV) |
| 0CK325107F   | Tube  | 01  |
| 0CK321439A   | Threaded plug   | 02  |
| 0CK301191A<br>(All except 0DK)<br><b>or</b><br>0DK321371<br>(0DK Transmission PHEV only) | Gasket  | 01  |
| 0DK315380<br>(0DK Transmission PHEV only)  | Gasket (V671)   | 01  |
| 0DK 301 302 (0DK Transmission PHEV only)   | O-Ring  | 01  |
| WHT 009 273 (0DK Transmission PHEV only)   | O-Ring  | 02  |
| N 10739402   | Bolt, hex head with shoulder  | 07  |
| 0CK325444  | Gasket  | 01  |
| 0CK325445  | Gasket  | 01  |
| 0CK325443  | Gasket  | 01  |
| 0CK325446  | Gasket  | 01  |
| 0CK927523  | Gasket  | 01  |
| 0CK321371A   | Gasket  | 01  |

| Repair Option #1 Additional Parts: |                  |          |
|------------------------------------|------------------|----------|
| Part Number                        | Part Description | Quantity |
| 0CK325149D                         | Pressure Filter  | 01       |



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|            |                  |    |
|------------|------------------|----|
| 0CK325371D | Cover with seal  | 01 |
| N 10787901 | Round Head Screw | 04 |
| 0CK325421A | Suction Filter   | 01 |
| N 10787701 | Round Head Screw | 02 |

## Repair Option #2 Additional Parts:

| Part Number  | Part Description         | Quantity |
|--------------|--------------------------|----------|
| Order to VIN | Valve Body               | 01       |
| N 10801101   | Hexagon socket flat      | 03       |
| N 91127901   | Hexalobular flange screw | 04       |

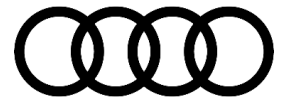
## Repair Option #3 Additional Parts:

| Part Number   | Part Description                              | Quantity |
|---------------|---|----------|
| 0CK325497H    | Hydraulic control unit (N486)                 | 01       |
| 0CK301131B    | Gasket  | 01       |
| N 10710402    | Oval hexagon socket head bolt                 | 04       |
| N 91126101    | Hexagon socket flat head bolt                 | 01       |
| 0CK325319A    | Tube  | 01       |
| N 91173601    | Hexalobular flange screw                      | 01       |
| 8W0 253 115 G | Gasket  | 01       |
| Order to VIN  | Clamp (Turbocharger to Catalytic converter)   | 01       |
| N 911 308 01  | Shouldered hex nut, self-locking              | 06       |
| Order to VIN  | Gasket (Catalytic converter to Front Muffler) | 02       |

## Additional Information

All parts and service references provided in this TSB (2064312) are subject to change and/or removal.

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