

Technical Service Bulletin



37 Customer may report harsh shift concerns. No faults stored and concern is reproducible.

37 12 65 2030007/4 September 25, 2012. Supersedes Technical Service Bulletin Group 37 number 12 – 62 dated August 30, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4,A5, A5 Cabriolet	2011 – 2013	All	2.0 liter engine 0BK 8 Speed transmission
Audi Q5	2011 – 2013		2.0 liter engine 0BK 8 Speed transmission
A6/A7	2012 – 2013		0BK 8 Speed transmission
A8, A8L A8 W12, A8 3.0	2011 – 2013		0BK 8 Speed transmission
S4, S5	2012 – 2013		0B5 7 Speed DSG
S6, S7	2013		0B5 7 Speed DSG

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (Updated VINs)
3	8/30/2012	Revised header data (Updated model codes)
2	7/27/2012	Revised <i>Technical Background</i> Revised <i>Service</i>
1	7/5/2012	Original publication

Customer may report harsh shift concerns. No faults stored and concern is reproducible.

Technical Background

Vehicle may have harsh gearshifts but customer is unable to determine the shift point because of no gear indicator in the cluster. Gathering information before calling TAC will reduce call backs saving the technician time. Information is needed to identify shift quality concerns **before** vehicle has been disturbed.

Production Solution

Not applicable.

Service

1. If possible someone from dealership staff goes for a ride with customer to determine if the concern can be duplicated. They then note the conditions in detail when the concern occurs. **Important conditions to note:** vehicle speed, ambient temperature, vehicle engine temperature, upshift or downshift, coasting or braking, panic stop or normal stop, uphill or downhill.
2. Transmission oil level/condition checked and corrected if needed. Picture of the fluid should be taken. GFF scan and no faults present.



Tip: Figure 1 is a good example of a fluid sample, 1 inch or so of fluid in the white cup held on an angle to show depth and color.



Figure 1. Sample fluid

3. Technician places the cluster into single gear mode or connects scan tool to watch gear indication MVB. Technician then drives the vehicle again with person that can duplicate the concern and the shift point is then determined and verified. Place cluster into single gear mode as follows: *02 Transmission >>012 Adaptation >> Single Gear Display = change parameter >>D on/S on>> arrow forward >>Exit.*



Note:

This setting must be changed back before releasing the vehicle back to the customer.

4. At this time a TAC ticket is created. GFF should be attached along with complete details of conditions and gear changes. Clutch adaptations should be recorded and attached also if applicable. Pictures of the oil condition should be attached.
5. TAC will then make determination of next steps.

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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:	3735		
Damage Code:	0011		
Labor Operations:	Read MVB to determine gearshift concern with customer, Check oil quality and get pictures, check and record adaptations.	3735 9999	60 TU
Diagnostic Time:	GFF – Included in existing labor operations	No allowance	0 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 #2030007/4		

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.



Note:

This TSB may only be claimed if the concern can be duplicated and no faults are present.

Additional Information

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.