



Technical Service Bulletin

37 Gear lever problems, ignition key cannot be removed or vehicle will not lock. Fault code 00230 may store in 05 module.

37 12 38 2028472/1 February 22, 2012.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2009 – 2012	All	All with Automatic transmission
Audi Q7	2009 – 2012		
A4, S4	2009 – 2012		
A5, S5 Coupe	2008 – 2012		
A5-S5 Cabriolet	2010 – 2012		
Audi Q5	2009 – 2012		

Condition

Customer may report the ignition key cannot be removed despite selecting mode "P".

The vehicle is mechanically in park but park is not recognized electrically.

Customer is unable to move shifter from the park position.

On vehicles with advanced key, the vehicle cannot be locked by remote control after switching off the engine.

Technical Background

The selector lever adjustment "P" is sporadically not recognized; therefore, the ignition key is not cleared or the locking of the vehicle is prevented.

The following entry is often logged in the memory:

05 - Vehicle authorization system.

00230 - Switch for gearbox position 00230, disruption/short circuit to positive/earth Sporadic.

Production Solution

Optimized selector lever (November 2009).

Service

Try to reproduce the customer complaint so that it can be clearly assigned to this TSB. The following repair must only be carried out if all criteria match exactly; otherwise, this solution will not work and repeat repairs may be necessary. In such cases, we may reject the warranty claim and debit the parts.

1. Check whether further entries are logged in control units such as ABS, vehicle authorization system, engine, gearbox, etc. If this is the case, complete the guided fault finding. This TSB is only for the fault listed above. Use a separate claim for any other faults stored

2. If there is no result, check the following points:

Adjust the shift cable according to the repair manual.

Check the selector lever and the release button for ease of movement.



Note:

Lubricants and oils can contaminate the micro switches (F305) and lead to long-term damage. Do *not* apply lubricants such as silicon oil to the gearshift housing, even if the gearshift housing appears to be stiff.

Measure the resistance of the switch F305 (required value in position P about 470 Ohm).

Replace F305 if out of spec being careful not to break the tabs on the housing.

3. Adjust/repair any damage found.

If no damage is found, replace the complete gearshift housing.

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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:	3710		
Damage Code:	0010		
Labor Operations:	Selector lever cable adjust w/basic setting	3737 1500	70 TU
	Solenoid remove and replace (F305 with N110)	3787 1900	70 TU
	Replace shifter housing.	3703 19XX	Use labor operation for appropriate model/transmission.
Diagnostic Time:	GFF for checking for 00230 only	0150 0000	30 TU
	Road test prior to service procedure	No allowance	0 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 # 2028472/1		

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

Part Number	Part Description	Quantity
Model dependent, see ETKA for correct number	Shift lock solenoid F305 with N110	1
	Shifter housing	1

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.