



# Technical Service Bulletin

## 37 Customer may report transmission warning light illuminated in cluster; vehicle will not go into gear

37 12 51 2029694/1 May 29, 2012.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8	2008	All	All with R-Tronic

## Condition

Customer may report transmission warning light illuminated in cluster. Vehicle will not go into gear. Faults P172E and/or P17BB stored in TCM.

## Technical Background

With loss of gear recognition, the TCM sets a fault and will not allow the transmission to shift to prevent damage to gears. There are multiple reasons for this condition such as defective sensors, improperly matched harness terminals, or poorly routed harness repairs.

## Production Solution

Not applicable.

## Service

1. Check and verify fault code P172E and/or P17BB is stored. If yes continue TSB, if not perform GFF as this bulletin does not apply.
2. Check operation of gear detector sensors G604 and G616 using ohm meter. Also, check the pins to determine if they are tin or gold plated. If pins are not gold plated replace with new sensors. See *Repair Manual >> Transmission >> R-Tronic Transmission >> 34 Controls, Housing >> Removal and Installation >> Gear Recognition Sensor*. And *Repair Manual >> Transmission >> R-Tronic Transmission >> Removal and Installation >> Gear Recognition Sensor 2*.
3. Proceed to next check.
4. Check wiring harness for gold plated terminals. If present continue to step 6.
5. If tin plated sensors are present replace both harnesses. See *Repair Manual >> Transmission >> R-Tronic Transmission >> 34 Controls, Housing >> Removal and Installation >> Adapter Wire Sets, Gear Recognition Sensor 2 and Gear Recognition Sensor, Installing*.
6. If harnesses have been previously replaced, carefully check the harness for proper routing as instructions in harness replacement describes. Check that the proper connector crimps were used on the harness replacement. Check for pin drag on the connectors. If any harness damage is found, replace the harness and recheck for the concern.

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## Note:

The harness must be routed properly to avoid damage from chaffing or heat from the exhaust.



**Tip:** It is not necessary to receive a Repair Authorization to perform this or any other R8 TSB.

## 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>	3735		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Renew gear detector sensors and perform basic setting.	3735 4299	260 TU
	Also install adapter wiring harness.		50 TU
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	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)		
<b>Claim Comment:</b>	As per TSB #2029694/1		

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
420 971 164	Adapter wiring harness for gear detection sensor	2
086 927 333 B	Sensor for gear recognition	2

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## 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.