

# Technical Service Bulletin

#### 37 Rough gear changes both when accelerating and slowing down

37 13 09 2028715/2 July 19, 2013. Supersedes Technical Service Bulletin Group 37 number 12-40 dated February 28, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, TT	2004-2014	All	All with 02E DSG Transmission
Q7	2007-2014	All	All with 09D, 0AT or 0C8 AISIN Automatic Transmissions
A4, A5, A6, A7, A8, and Q5	2006-2014	All	All with 09L, 09E, 0B6 or 0BK, ZF Automatic Transmissions
S4, S5, S6, S7, and RS5	2010-2014	All	All with 0B5 DSG Transmissions

# Condition

REVISION HISTORY				
Revision	Date	Purpose		
2	-	Revised header data (Added model years)		
1	02/28/2012	Initial publication		

- Rough gear changes, both when accelerating and when slowing down.
- There is a rough driving power disruption that occurs sporadically and lasts for less than a second.

### **Technical Background**

After a mechatronics, torque converter, or complete gearbox replacement, the clutches must be adapted to the new component. This requires a gradual move of the clutch linings toward the optimal operating points in the most diverse load conditions. As a result, sporadic driving power disruptions lasting for less than a second or reduced shift comfort are possible over the first 500 miles. This is normal, and these issues will decrease over time.

The issues can also occur if the adaptation values of the gearbox were deleted.

# **Production Solution**

Not applicable.

Page 1 of 2

<sup>© 2013</sup> Audi of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.

# Technical Service Bulletin



#### **Service**

- 1. As with any shift concern, check the fluid level and condition.
  - If the fluid level is low, correct the level then test drive to confirm the issue still exists.
  - If burnt or contaminated fluid is found, call the Technical Assistance Center before doing any repairs.
  - If fluid level and condition are okay, proceed to step 2.
- 2. If a mechatronics unit, torque converter, or complete gearbox were replaced, ensure that the clutches have been adapted. Adaptation of the clutches may also be necessary after certain software updates or if the adaptations have been cleared. Follow the procedure in Elsa or through Guided Fault Finding to start the clutch adaptations toward full adaptation.

#### Warranty

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

## **Additional Information**

All parts and service references provided in this TSB (2028715) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

<sup>© 2013</sup> Audi of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.