

Technical product information

Transaction No.: 2033480/2

Gear range selector inoperative

Release date: 11-Sep-2013

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### Customer statement / workshop findings

- Switching on the ignition does not enable gear selection
- Gearbox warning displayed
- Gear position not displayed

Any or all of the above symptoms accompanied by the associated *Event memory entries*, detailed in this document header data, are indicative of this software anomaly

## Technical background

A software anomaly has been identified that can result in the transmission control module losing communication with gear selector electronics at the time of ignition switch on. When this is the case the driver will not be able to select a gear from Park and communication with this module via the Bentley diagnostic tool will not be possible.

## Production change

Revised software developed, fitted in series production from VIN SCBBA63Y8DC [REDACTED]

## Measure

On occurrence of this failure, full gear selection functionality can be restored by disconnecting and then reconnecting the gear selector electronics. This will enable the car to be recovered to the workshop where the new gear selector electronics unit (part number 3Y0927731B) can be fitted. This new part contains the updated software which will prevent a future occurrence of this issue

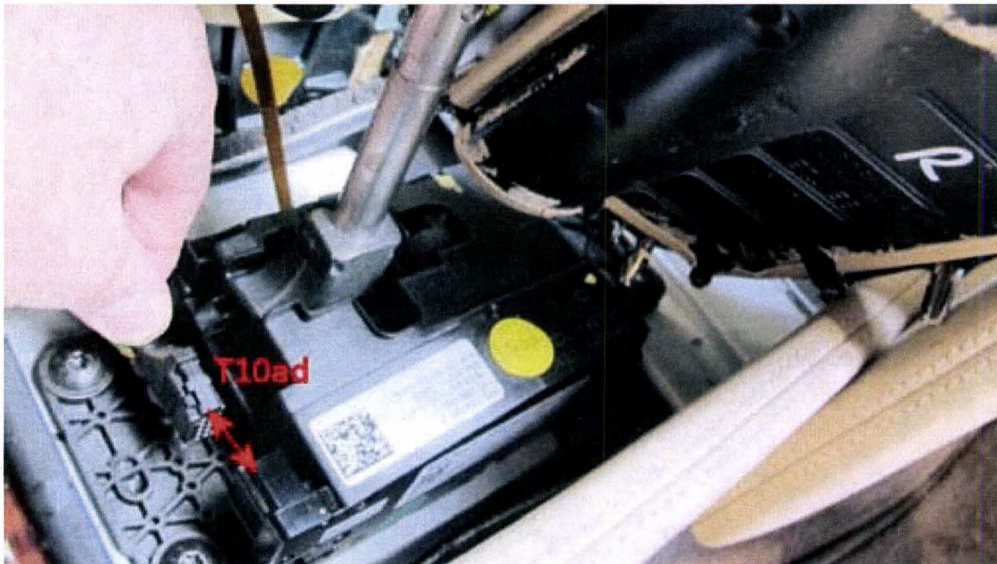


Figure 1

To disconnect/reconnect the gear selector electronics disconnect the 10 way connector (connector T10ad in current flow diagrams) at the gear selector assembly (see Figure 1)

To gain access to the gear selector electronics to perform the above disconnect/reconnect reference the workshop manual Rep. Gr 37 Gear selector assembly (G96) – To remove and fit

An outline of this workshop manual procedure is given as an aid to road side assistance

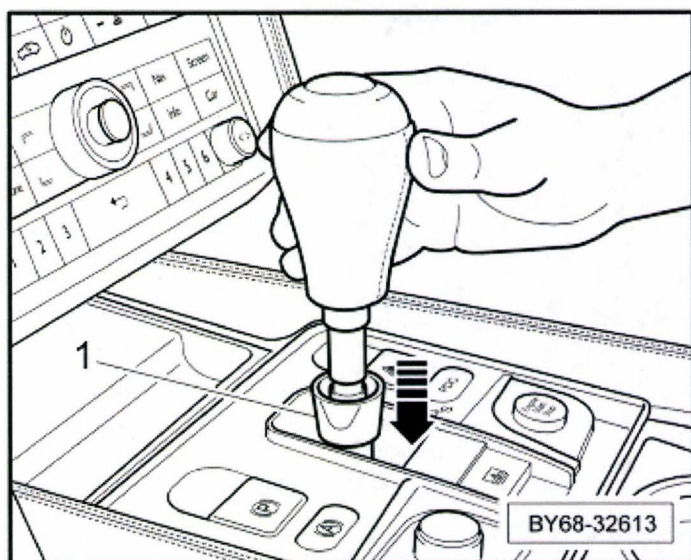


Figure 2

1. Slide the collar -1- downwards then pull off the gear selector knob

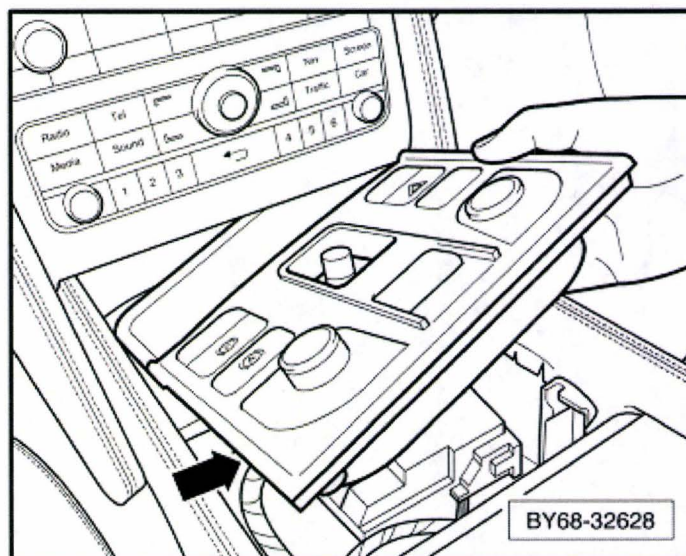


Figure 3

2. Pull the switch pack upwards from the rear edge
3. Disconnect the harness connector arrowed – from the rear of the switch pack  
**Note:** as long as the ribbon cable is not strained it can remain connected for this operation
4. Disconnect and reconnect connector T10ad (see Figure 1)  
 Communication should now be possible - Clear the event memory entries - Test the gear selection function and re-assemble

5. On return to the workshop remove the suspect gear selector electronics control unit (part number 3Y0927731A) and replace with the later control unit (part number 3Y0927731B). Refer to workshop manual Rep. Gp.37 Gear selector control unit (J98) To remove and fit

**Warranty accounting instructions**

Warranty Type            110 or 910  
 Labour Operation Code 37 30 19 01  
 Damage Service Number 37 30  
 Damage Code            02 02  
 Time                      30 TU

**Parts information**

New part number	Description	Displaced part number	Quantity
3Y0927731B	Control unit	3Y0927731A	1