

# Technical Service Bulletin



## 37 Gear lever problems; ignition key cannot be removed or vehicle will not lock (DTC 00230)

37 14 23 2028472/2 May 1, 2014. Supersedes Technical Service Bulletin Group 37 number 12-38 dated February 22, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2012	All	Automatic Transmission
A4 Cabriolet	2009	All	Automatic Transmission
A5	2008 - 2012	All	Automatic Transmission
A5 Cabriolet	2010 - 2012	All	Automatic Transmission
Q5	2009 - 2012	All	Automatic Transmission
Q7	2009 - 2012	All	Automatic Transmission

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised <i>Warranty</i> (Updated Labor Operation)
1	2/22/2012	Initial publication

- The ignition key cannot be removed even though the gear shifter is in Park (P).
- The vehicle is mechanically in the Park position, but this is not recognized electronically.
- The gear shifter cannot be moved from the Park position.
- On vehicles with Audi advanced key, the vehicle cannot be locked by remote control after the engine has been switched off.
- The following DTC may be sporadically stored in the vehicle authorization system control module, J393 (address word 05):
  - **DTC 00230:** Transmission park selector switch-F305 - short circuit to ground

## Technical Background

The Park position of the gear shifter is sporadically not recognized, which causes the ignition key to not be cleared and prevents the vehicle from being locked.

## Production Solution

Optimized selector lever.

## Service

1. Reproduce the issue so that it can be clearly assigned to this TSB. The following repair must only be carried out if the issue matches the *Condition* exactly. If the issue does not match, this solution will not work, and repeat repairs may be necessary. In such cases, warranty and parts claims will be rejected.
2. Check for additional DTCs in other control units. If any other DTCs are found, complete guided fault finding before proceeding. This TSB only applies for DTC 00230; use a separate claim for any other faults.
3. If not other faults are stored, check the following areas:
  - Adjust the shift cable according to the instructions in the Elsa Repair Manual.
  - Check the selector lever and the release button for ease-of-movement.
  - Measure the resistance of 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.



### 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.

4. Adjust/repair any damage that is found. If no damage is found, replace the complete gearshift housing.

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## 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>	3710		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Selector lever cable adjust w/basic setting	3737 1599	70 TU
	Solenoid remove and replace (F305 with N110)	3787 19XX	See Elsa
	Replace shifter housing	3703 19XX	See Elsa
<b>Diagnostic Time:</b>	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)		
<b>Claim Comment:</b>	As per TSB # 2028472/2		

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 (2028472) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.