

# Technical Service Bulletin



## 37 Gearbox warning light on (DTC P189300 or P189000)

37 14 21 2036826/1 March 21, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2011 - 2014	All	0C8 transmission

## Condition

- The following message appears in the information display:
  - “Gearbox malfunction: You can continue driving.”
- One or both of the following DTCs is stored in the transmission control module (TCM), J217 (address word 02):
  - **DTC P189300** (Signal wire for gear display in selector lever Electrical error)
  - **DTC P189000** (Signal wire for Tiptronic Electrical error)

## Technical Background

Diagnostic threshold setting in current software is too sensitive.

## Production Solution

New software in the TCM addresses the condition.

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## Service

Confirm that one of the DTCs listed in the *Condition* is stored in the TCM, then perform the software update below. If the fault returns after the update, follow the GFF test plan for the fault and repair the concern.

### SVM Update Instructions

1. Follow all instructions in TSB 2011732, *00 Software Version Management (SVM), operating instructions*.
2. Update the TCM (J217) using the SVM action code as listed in the table below if necessary.

Model	Transmission	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q7	0C8 Transmission	0C8 927 750AA	<2450	0C8 927 750 AA	2450	02A062
		0C8 927 750 N	<2441	0C8 927 750 N	2441	
		0C8 927 750 P	<2442	0C8 927 750 P	2442	
		0C8 927 750 Q	<2443	0C8 927 750 Q	2443	
		0C8 927 750 S	<2445	0C8 927 750 S	2445	
		0C8 927 750 AQ	<2454	0C8 927 750 AQ	2454	

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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>	3730		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	TCM software update	3730 2599	40 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 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 #2036826/1		

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.

## Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732: *00 Software Version Management (SVM), operating instructions.*

All part and service references provided in this TSB (2036826) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.