

Technical Service Bulletin



27 Vibrations felt at 1000 rpm and 3000 rpm

27 14 21 2036392/1 February 11, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S6, S7	2013	All	4.0 TFSI
S6, S7	2014	000001 - 097135	4.0 TFSI
RS 7	2013	All	4.0 TFSI
RS 7	2014	900001 - 902768	4.0 TFSI
A8, S8	2013	All	4.0 TFSI
A8, S8	2014	000001 - 049129	4.0 TFSI

Condition

- Vibrations are felt at 1000 rpm and 3000 rpm.
- The following DTCs are stored in the subframe mount control module, J931 (address word BA):
 - **DTC B201000** (No basic setting)
 - **DTC B200500** (Data record invalid)

Technical Background

The basic settings of the active engine mounts in the subframe mount control module, J931, are deactivated when work is done on either of the vehicle electrical system control modules, J519 and/or J520 (for example, when a key is programmed). As a result, the vehicle vibrates or judders when cylinders are actively switched off.

Production Solution

Optimized J931 control module software.

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Service

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the J931 control module using the SVM action code as listed in the table below if necessary.
3. Program the basic settings of the active engine mounting.

Model	Engine	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Action Code
S6, S7, RS 7, A8, S8	4.0T (with Audi cylinder on demand technology)	4H0907145	0006	4H0907145B	0008	BAA001

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	1039		
Damage Code:	0010		
Labor Operations:	SVM update	1039 2599	Time stated on diagnostic protocol (Max 50 TU)
	Battery charge	2706 8950	10 TU
Diagnostic Time:	Road test prior to service procedure	0121 0002	10 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)		
Claim Comment:	As per TSB #2036392/1		

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

All parts and service references provided in this TSB (2036392) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.