

Technical Service Bulletin



37 Customer may report harsh shift concerns; no faults are stored and concern is reproducible

37 14 48 2030007/5 October 2, 2014. Supersedes Technical Service Bulletin Group 37 number 12-65 dated September 25, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 cabriolet, Q5	2011 - 2015	All	2.0 liter engine 0BK 8 Speed transmission
A6, A7	2012 - 2015	All	0BK 8 Speed transmission
A8	2011 - 2015	All	0BK 8 Speed transmission
S4, S5	2012 - 2015	All	0B5 7 Speed DSG
S6, S7	2015	All	0B5 7 Speed DSG

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (Added 2014 and 2015 model years) Revised <i>Service</i> (Added ODIS instructions)
4	9/25/2012	Revised header data (Updated VINs)
3	8/30/2012	Revised header data (Updated model codes)
2	7/27/2012	Revised <i>Technical Background</i> Revised <i>Service</i>
1	7/5/2012	Original publication

- Customer may report harsh shift concerns, but the customer is unable to determine the shift point because there is no gear indicator in the cluster. The concern can be reproduced.
- No faults are stored.

Technical Background

TAC must be contacted before any repairs are attempted. Specific information about the concern must be gathered (as described in the *Service* portion of this bulletin) before TAC is contacted.

Production Solution

Not applicable.

Service

1. Perform a road test with the customer to determine if the concern can be duplicated. Pay attention to the following conditions: vehicle speed, ambient temperature, engine temperature, upshift or downshift, coasting or braking, panic stop or normal stop, and uphill or downhill drive.
2. Check the transmission oil level/condition, and correct if needed. Take a photograph of the fluid (Figure 1). Run a GFF scan to ensure that no faults are present.



Figure 1. Fluid photograph example showing approximately one inch of fluid in the white cup, and tilted on an angle to show depth and color.

3. Place the cluster into single gear mode or connect a scan tool to watch gear indication MVB. Drive the vehicle again to duplicate the concern. The shift point is then determined and verified.

Place cluster into single gear mode using ODIS as follows: From the **Control modules** tab, select *02 Transmission control module*, then right-click *02 Transmission control module* and select *Control Module ODB >> Adaptation >> Perform*. Double click *Single Gear Display* (which will expand the menu and show the current value). Click on the blank "Entry" cell next to the current value, then select the following adaptation options: *Select >> D on/S on>> Apply*. Select Yes from the pop up window and continue with the diagnosis



Note:

This setting must be changed back to D off / S off before the vehicle is released back to the customer.

4. Create a TAC ticket. Attach the GFF log and complete details of conditions and gear changes. Record and attach clutch adaptations, if applicable. Attach photograph of the oil condition.
5. TAC will determine the next step.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3735		
Damage Code:	0010		
Labor Operations:	Read MVB to determine gearshift concern with customer, check oil quality and photograph, check and record adaptations	3735 9999	60 TU
Diagnostic Time:	GFF – Included in existing labor operations	No allowance	0 TU
	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 #2030007/5		

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.



Note:

This TSB can only be claimed if the concern can be duplicated and no faults are present.

Additional Information

All parts and service references provided in this TSB (2030007) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.