



Technical Service Bulletin

37 No gear selected after start-stop event

37 16 72 2040747/3 December 20, 2016. Supersedes Technical Service Bulletin Group 37 number 16-63 dated April 25, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2014 - 2015	All	3.0L TDI engine

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Required Parts and Tools</i> (Added part number)
2	04/25/2016	Revised <i>Service</i> (Updated part number on step 16)
1	06/16/2015	Initial publication

- The customer states that no gear is selected after the engine restarts from a start-stop phase. The car must then be shifted from D-->N-->D or from D-->P-->D for the first gear to be selected. The issue may be intermittent.
- The issue only occurs when the start-stop system is activated.
- There are no DTCs stored in the engine control module (ECM), J623 (address word 0001) or the transmission control module (TCM), J217 (address word 0002).



Tip: If the issue does not match completely, do not proceed. This bulletin does not apply. Continue diagnosis with Guided Fault Finding (GFF).

Technical Background

The voltage supply of the gearbox control unit is briefly interrupted due to the restart. This interruption causes the gearbox to change to N.

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Production Solution

Wiring corrected in production.

Service

- Modify the voltage supply of the gearbox terminal 30 according to the following instructions.
- Review the video located at: <https://audi-external.kzoplatform.com/swf/player/312> before proceeding (Figure 1).



Figure 1. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.

1. Disconnect the battery power using the instructions in the Elsa Repair Manual.

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2. Remove the plenum chamber cover (Figure 2).



Figure 2. Plenum chamber cover.

3. Remove the washer fluid reservoir filler tube (Figure 3) using the instructions in the Elsa Repair Manual.



Figure 3. Washer fluid filler reservoir filler tube.

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4. Remove fuse panel B -SB- in the E-box (Figure 4 and Figure 5) using the instructions in the Elsa repair manual.



Figure 4. Fuse panel B -SB- in the E-box

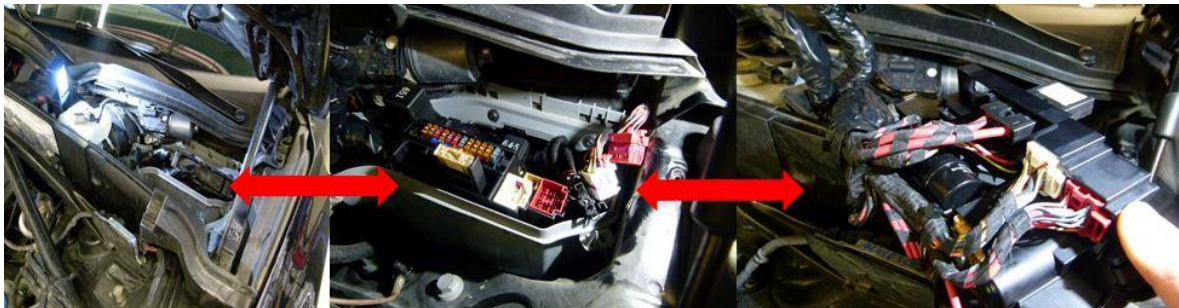


Figure 5. Removal of fuse panel B -SB- in the E-box

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5. Cut the cable tie that holds the suppression condenser to fuse panel B - SB- (Figure 6 and Figure 7).

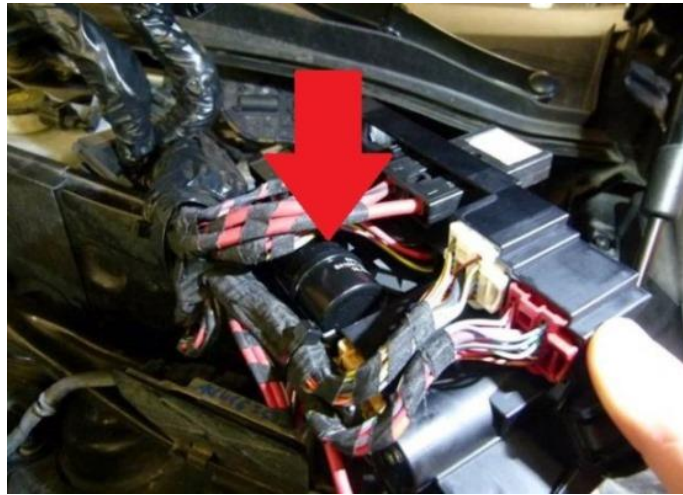


Figure 6. Suppression condenser.

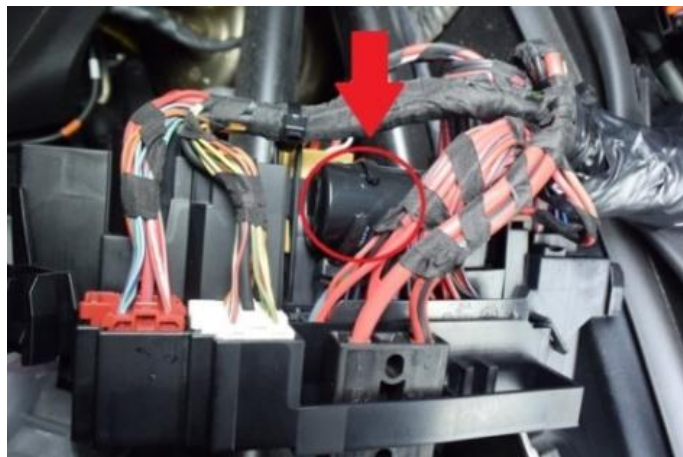


Figure 7. Cable tie that has been cut.

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- Slide the suppression condenser out of fuse panel B -SB- (Figure 8). Leave the wiring connected to the suppression condenser.



Figure 8. Suppression condenser removed from fuse panel B -SB-.

- Remove the purple fuse cover from the fuse block (Figure 9).



Figure 9. Purple fuse cover to be removed.

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8. Release tab and remove fuse block ST1 from fuse panel B -SB- (Figure 10). It will push through the bottom of the panel.



Figure 10. Fuse block ST1 with tab for removal (A).

9. Remove fuses SB1 and SB4 from the fuse block (Figure 11).
Save the fuses for later reinstallation.

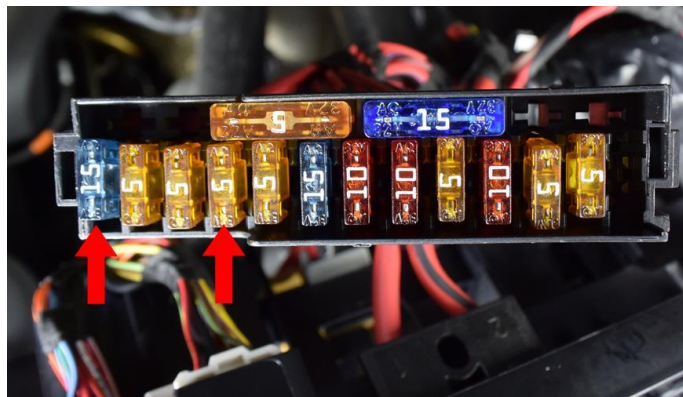


Figure 11. Fuses SB1 and SB4.

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10. Completely remove the terminal lock from the fuse block (Figure 12).

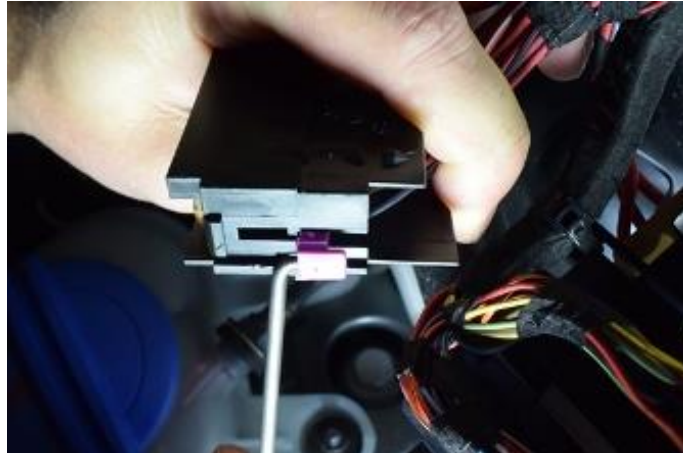


Figure 12. Terminal lock.

11. Using special tool VAS 1978/18 (wiring terminal removal tool), remove the battery power feed terminal for fuses SB1 and SB4 (Figure 13 through Figure 17).

The battery power feed wires are solid red in color.



Figure 13. Using special tool VAS 1978/18.

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Figure 14. SB1 battery power feed wire.



Figure 15. SB4 battery power feed wire terminal.

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Figure 16. SB4 battery power feed wire.



Figure 17. Both power feed wires removed.

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12. When both wires are removed, cut the terminal ends off, as they will no longer be used (Figure 18). Leave at least a half inch of wire for the next steps



Figure 18. Cut wire ends.

13. Strip the wire ends (Figure 19), then install two butt connectors (000 979 942) from the VAS 1978 wiring repair kit (Figure 20).



Figure 19. Stripped wire ends.

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Figure 20. Installed crimped butt connectors.

14. Heat-shrink the butt connectors to protect the wire ends (Figure 21).



Figure 21. Heat-shrink the butt connectors.

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15. Use cloth wrapping tape (N 105 920 02) to cover the butt connectors completely for protection (Figure 22).

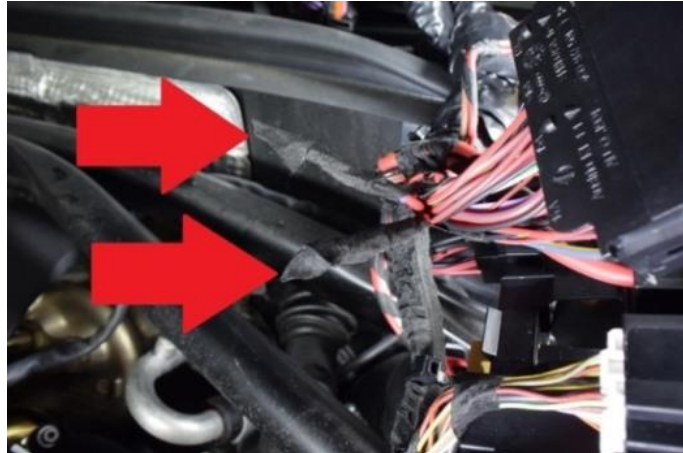


Figure 22. Butt connectors taped for protection.

16. Using the repair harness (8K0 971 658 A), install the new battery power feed wiring into the SB1 and SB4 terminal locations in the fuse block (Figure 23 and Figure 24).



Figure 23. New battery power feed wiring.

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Figure 24. New battery power feed wiring installed into fuse block.

17. Reinstall the terminal lock into the fuse block (Figure 25).



Figure 25. Reinstalling the terminal lock in to the fuse block.

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18. Reinstall the fuse block into fuse panel B - SB- (Figure 26).

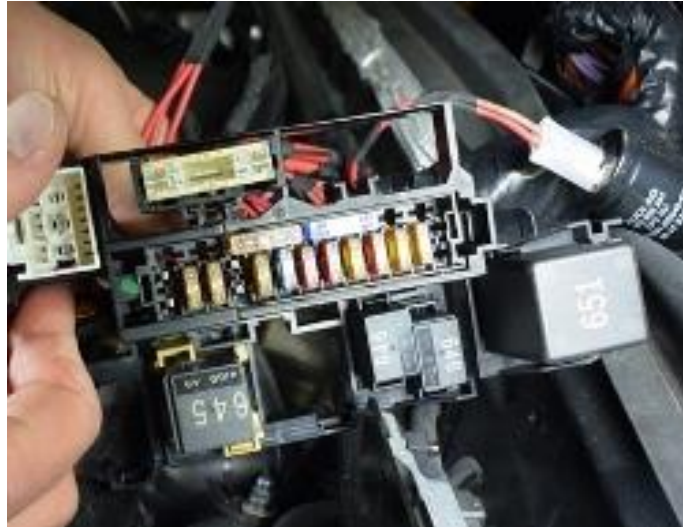


Figure 26. Reinstalling the fuse block into fuse panel B - SB-.

19. Remove the 10mm nut from the bottom of fuse panel B -SB- (Figure 27). Do not uninstall the wire that is connected to the treaded post.



Figure 27. 10mm nut to be removed from the bottom of fuse panel B -SB-.

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20. Install the repair harness onto the power post (Figure 28) and tighten the 10mm hex nut to 9 Nm.

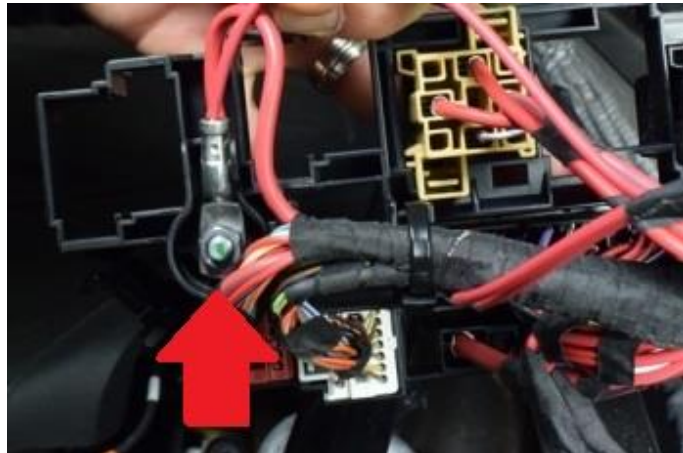


Figure 28. Repair harness installed to power post.

21. Reinstall the suppression condenser into the bottom fuse panel B -SB- and secure it with a new cable tie (N 020 904 08) (Figure 29).

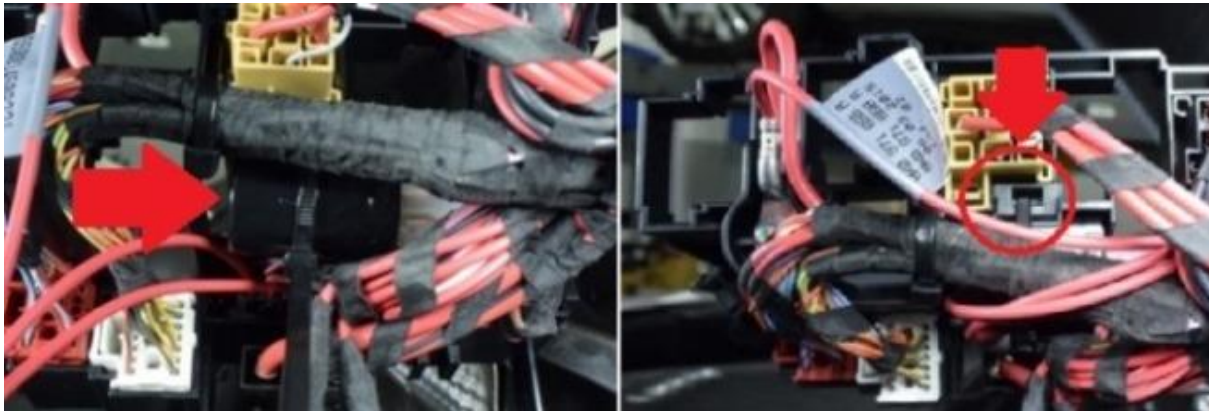


Figure 29. Suppression condenser secured with cable tie.

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22. Fold the original power wires (Figure 30) back onto the harness.



Figure 30. Original power wires.

23. Use cloth wrapping tape (N 105 920 02) to wrap the original power wires to the harness (Figure 31).



Figure 31. Original power wires that have been folded back into the harness and taped.

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24. Use cloth wrapping tape (N 105 920 02) to secure the newly-installed repair harness to the main harness (Figure 32).



Figure 32. Repair harness secured.

25. Reinstall the removed fuses (SB1 and SB4) and the purple fuse cover.
Install fuse panel B -SB- in the E-box (Figure 33) using the instructions in the Elsa repair manual.

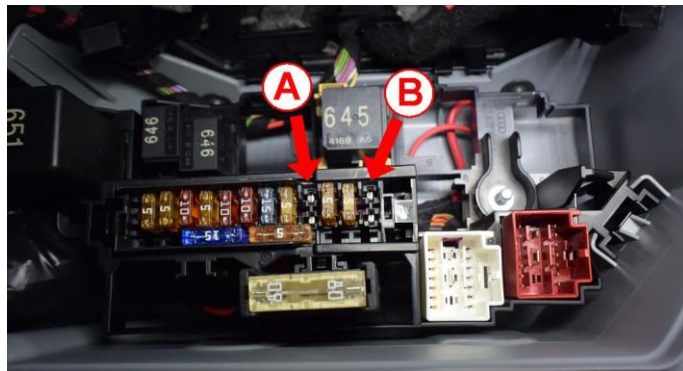


Figure 33. Fuse panel B -SB- showing 5 amp (A) and 15 amp (B).

26. Reinstall the engine control module (ECM), E-box cover, windshield washer filler neck, and cowl cover.
27. Restore electrical power to the vehicle, including resetting power window memory.



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Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9709		
Damage Code:	0040		
Labor Operations:	Modify central wiring harness	9709 3199	130 TU
	Check automatic transmission operation	3735 0199	20 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 50 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 #204074/3		

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
8K0971658A	Repair harness	1
N 10592002	Wrapping tape	As needed
Shop supply	Cable Tie	1



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000979942	Connectors	2
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Additional Information

The following repair procedure(s) will be necessary to complete this procedure:

- **Disconnect Battery Power:** *Elsa >> Repair Manual >> Electrical System >> Electrical Equipment >> 27 Battery, Starter, Generator, Cruise Control >> Battery >> Battery, Disconnecting and Connecting >> Battery, Disconnecting and Connecting*
- **Removing and Installing Washer Fluid Reservoir Filler Tube:** *Elsa >> Repair Manual >> Electrical System >> Electrical Equipment >> 92 Windshield Wiper/Washer System >> Windshield Washer System >> Windshield Washer Fluid Reservoir, Removing and Installing >> Washer Fluid Reservoir Filler Tube, Removing and Installing*
- **Removing and Installing Fuse Panel B -SB- in the E-box:** *Elsa >> Repair Manual >> Electrical System >> Electrical Equipment >> 97 Wiring >> Relay Panels, Fuse Panels and E-Boxes >> E-Box Relay and Fuse Panels, Removing and Installing >> Fuse Panel B -SB- in E-Box, Removing and Installing*

All parts and service references provided in this TSB (204074) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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