

# Technical Service Bulletin

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## 37 Selector lever malfunction (DTC P17EE00 - release button implausible signal)

37 16 62 2043817/1 April 5, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017	000001 - 006930	Not Applicable

## Condition

- The following message is shown in the driver information system:
  - "Selector Lever Problem! Journey can be continued"
- The following DTC is stored in the selector lever sensor system control module, J587 (address word 81):
  - **DTC P17EE00** (release button implausible signal)

## Technical Background

Installation of switch cover is incorrect.

## Production Solution

Improved quality inspection at supplier.

## Service

1. Remove the upper selector lever handle (the leather-covered section) according to the Elsa repair manual.
2. Check the attachment of the cover of the release button sensors in the front of the shifter to determine if it is correctly installed (Figure 1).



**Figure 1.** Incorrectly-installed (left) and correctly-installed (right) cover.



**Tip:** It is not necessary to remove the lower shift handle for inspection. It is removed in the images only to clearly show the issue.

### 3. If the installation of the cover is incorrect:

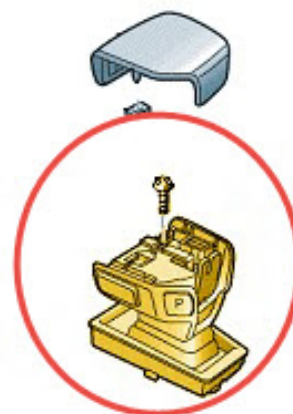
- Push the cover into the correct position by applying force, as shown (Figure 2). A clicking noise confirms the attachment in the lower retaining lug.
- After the attachment is made, confirm that the gap between the two parts matches the image (Figure 2), and that the release button clicks when operated.
- Delete the fault, then reinstall the upper selector lever handle.

### If the installation of the cover is correct:

- Replace the lower shift lever handle (Figure 3). (Note that the part must be ordered based on vehicle VIN due to available color options.)



**Figure 2.** Apply force to fully install the cover.



**Figure 3.** Lower shift lever handle (circled).

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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>	3704		
<b>Damage Code:</b>	0018		
<b>Labor Operations:</b>	<b>If the installation of the cover was <u>incorrect</u>:</b>		
	Repair shift handle	3704 4199	20 TU
	<b>If the installation of the cover was <u>correct</u>:</b>		
	Handle disassemble+reassemble	3704 3750	10 TU
	Handle remove+reinstall	3704 1900	20 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 50 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 #2043817/1		

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 (2043817) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.