



Technical Service Bulletin

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

37 16 68 2030007/6 September 19, 2016. Supersedes Technical Service Bulletin Group 37 number 14-48 dated October 2, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 cabriolet, Q5	2011 - 2017	All	2.0 liter engine 0BK 8 Speed transmission
A6, A7	2012 - 2017	All	0BK 8 Speed transmission
A8	2011 - 2017	All	0BK 8 Speed transmission
S4, S5	2012 - 2017	All	0B5 7 Speed DSG
S6, S7	2015 - 2017	All	0B5 7 Speed DSG

Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised header data (Added 2015 and 2016 model years)
5	10/2/2014	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)

- 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 Service Bulletin

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



Technical Service Bulletin



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.



Technical Service Bulletin

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:	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 #2030007/6		

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.



Technical Service Bulletin

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.

©2016 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.