



Technical Service Bulletin

35 Drivability concerns, S tronic transmission (DTC P1724)

35 17 25 2027363/4 February 27, 2017. Supersedes Technical Service Bulletin Group 35 number 14-16 dated May 1, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S4, S4 cabriolet	2010 - 2011	All	0B5 Transmission

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (SVM code updated and software versions updated)
3	05/01/2014	Revised title Revised <i>Service</i> (SVM code updated, part number added) Revised <i>Warranty</i> (Charge Battery Removed, Included in Software Update)
2	06/11/2013	Revised <i>Service</i> (SVM code updated, software versions updated) Revised <i>Condition</i> (Added information about bump felt after a stop)

One or multiple transmission-related concerns may be present, including:

- Harsh downshifting of multiple gears: 7-5, 4-3, 2-1. This may happen during just one of these shifts.
- A bump is felt after vehicle comes to a stop (2-1 downshift).
- Fluctuating engine speed after 5-4 shift with accelerator at 80-100% accelerator pedal position (kick-down).
- The driver information system displays the message "Gearbox complaint! Journey can be continued." After a key cycle the complaint is fixed. The vehicle was parked in gear lever position N and the ignition switched off.
- **DTC P1724** (signal for immobilizer, short circuit to ground) is logged in the Transmission control module (TCM) (J217) (address word 0002).

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Technical Background

Incorrect transmission software.

Production Solution

Improved transmission software.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the transmission control module using the SVM action code as listed in the table below if necessary:

Model	Engine and/or Transmission	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Action Code
S4/S5 Cabriolet (MY 2010)	All with S-Tronic	8K0 927 156 M	0008	8K0 927 156 M	0012	02A086
		8K1 927 156 C	0002	8K1 927 156 AD	0006	
		8K1 927 156 AD	0002	8K1 927 156 AD	0006	
S4/S5 Cabriolet (MY 2011)	All with S-Tronic	8K1 927 156 K	All	8K1 927 156 K	0013	



Tip: If the software version of the vehicle is lower than shown in the table for model year 2010, an update with SVM Code 02A002 may be necessary first.



Tip: If there is a concern with shifting after the software update, a basic setting and adaptation drive will be necessary. Follow GFF test plan.



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Warranty

Claim Type:	<ul style="list-style-type: none"> G10 for CPO Covered Vehicles – Verify Owner. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	3511		
Damage Code:	0039		
Labor Operations:	Update TCM software	3511 2599	50 TU
Diagnostic Time:	GFF (Only if adaptation drive required)	0150 0000	Time stated on diagnostic protocol (Max 70 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 #2027363/4		

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

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732: *00 Software Version Management (SVM), operating instructions*.

All parts and service references provided in this TSB (2027363) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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