



Technical Service Bulletin

34 Gearbox malfunction message in cluster (DTC P288400)

34 17 24 2048798/1 September 7, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2016	All	e-tron
A3	2017	000001 - 039322	e-tron

Condition

Customer may report:

- A “Gearbox Malfunction” message is displayed in the instrument cluster display
- They may also report that the powertrain is in limp home mode

Workshop findings:

The concern can be reproduced, the following DTC is stored in the transmission control module (TCM), J217 (address word 0002):

- **DTC P288400** (Engine Disconnect Clutch Stuck Open)

There are no other DTC(s) stored in the TCM.



Note:

This condition will not cause the car to stall or lose motive power.

Technical Background

Pressure regulating valve for clutch 0 mechanically faulty.

Production Solution

Improved Mechatronics and pressure regulating valve.

Service

Try to reproduce the customer concern so that it can be clearly assigned to this TSB.

If the **DTC P288400** (Engine Disconnect Clutch Stuck Open) is the *only fault* stored in the transmission control module, replace the mechatronic unit according to the repair manual.



Technical Service Bulletin



Tip: If there are any other faults stored in the TCM other than **DTC P288400** (Engine Disconnect Clutch Stuck Open) this TSB does not apply. If there are additional faults stored create a Technical Assistance Center contact with the diagnosis log attached, check the ATF level, and attach a picture of the condition of the ATF before contacting the Technical Assistance Center.

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:	3511		
Damage Code:	0010		
Labor Operations:	Mechatronic remove + reinstall	3511 1909	330 TU
	Disable HV system voltage	9310 0000	20 TU
Diagnostic Time:	GFF	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 #2048798/1		

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.



Technical Service Bulletin

Required Parts and Tools

Part Number	Part Description	Quantity
0DD 325 025 E	Mechatronics unit (<i>Red Order to VIN for color code!</i>)	1
N 911 310 02	Hexagon socket head bolt	15
0DD 325 443 A	Gasket (for electrical plug)	1
0DD 321 371	Gasket for Mechatronic cover	1
N 910 327 02	Screw, button head with collar	7
N 043 809 2	Seal ring (both bottom drain plugs)	2
0DD 321 363 A	Oil Pipe (If needed see repair manual section: Transmission Fluid, Draining and Filling)	1
N 013 813 2	Seal ring (For the Mechatronic oil compartment drain plug and fill plug)	2
G 052 182 A2	Dual Clutch gearbox oil	6

Additional Information

All parts and service references provided in this TSB (2048798) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

©2017 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.