



Technical Service Bulletin

93 e-tron GT: stuck dog clutch with event memory entries P1D2E00, P1D4500, P1D2D00, P1C9800, P101E00 in 0001

93 24 57 2073490/1 May 28, 2024.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|-----------------------------|-------------|-----------|----------------------------|
| e-tron GT, and RS e-tron GT | 2022 - 2024 | All | Not Applicable |

Condition

Customer states:

- There is a Gearbox fault message shown in vehicle -> vehicle does not switch to second gear and max. speed is restricted to 74 mph.
- There are noises from the electric drive on rear the axle.
- The message “Gearbox malfunction: you can continue driving. Please contact workshop” or similar is displayed.

Workshop findings:

- The customer statement can be confirmed.

The following DTCs and symptom code(s) may be stored in *the Engine control module name -J623-*, (address word 0001) (relevant for procedure 1):

- **P1D2E00**: Claw coupling Time exceeded for display Symptom: 43976 passive/intermittent or active/static.
- **P1D4500**: Disk clutch 2nd gear Time exceeded for opening Symptom: 44008 passive/intermittent or active/static.
- **P1D2D00**: Claw coupling Display attempt failed Symptom: 43979 passive/intermittent or active/static.



DTC entries P1D2E00, P1D4500 and P1D2D00 must occur in combination and are logged as both passive/intermittent and active/static.

DTC entries P1C9800 and P101E00 may also be logged and may be passive/intermittent or active/static (relevant for procedure 2):

- **P1C9800**: Electrical transmission actuator blocked Symptom: 40335 passive/intermittent or active/static.
- **P101E00**: RPM limit due to excess temperature Symptom: 42659 passive/intermittent or active/static.



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Technical Background

The dog clutch is stuck radially.

Production Solution

Not applicable.

Service

Check whether the dog clutch is still actively engaged, and the vehicle does not shift into 2nd gear. If this is the case, proceed as follows:

WARNING

Accelerate the vehicle from stationary to a maximum speed of 31 mph and perform a load change by pressing the accelerator. In parallel, please have a second person use an ODIS tester to check whether the vehicle shifts into second gear. If this is the case, the dog clutch was released successfully. The procedure can be aborted or repeated at any time.

WARNING

Information texts relating to the road test/adaptation drive as shown at the start of the road test on the corresponding program on the ODIS Tester:

- Using application programs when driving can be distracting.
- Observe the road traffic regulations. They have priority over any driving instructions.
- Always perform a road test with a second person who operates the test equipment.
- Make sure that the test equipment in the vehicle does not distract the driver.

WARNING

Danger due to the transport of unsecured test equipment.

- If the test equipment is transported unsecured or in the range of airbags, this could cause injuries in certain maneuvers or in the event of an accident.
- Make sure the test equipment is secured properly.
- Do not transport test equipment in areas in which airbags inflate.



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- **If possible, use test equipment on the rear seat bench. If there is no rear seat bench, keep test equipment flat on the passenger's lap. The passenger must operate the equipment. Move the passenger seat as far back as possible.**

Work to perform for dog clutch (comprising of 2 sections):

1. Software update via SVM code.
2. Checking vehicle health based on DTC entries.

Section 1:

Please perform SVM update as per TSB 2073768: *"Combined software update Audi e-tron GT"*.

For vehicles that have software not included in the above-mentioned TSB please proceed to **Section 2**.

Section 2:

Checking vehicle health based on event memory entries:

There are two different procedures for identifying a stuck dog clutch on the e-tron GT:

Procedure 1:

Identify the stuck dog clutch based on the following DTC entries:

- **P1D2E00:** Claw coupling Time exceeded for display Symptom: 43976 passive/intermittent and active/static.
- **P1D4500:** Disk clutch 2nd gear Time exceeded for opening Symptom: 44008 passive/intermittent and active/static.
- **P1D2D00:** Claw coupling Display attempt failed Symptom: 43979 passive/intermittent and active/static.

Check the frequency counter under "Standard ambient conditions" for the event memory entries given above.

→ If one of the DTC entries has a frequency count of 5 or more:

- Ask the customer whether the vehicle was parked on a slope before the fault occurred.
- If the vehicle is regularly parked on a slope, explain the recommendation to the customer (see information for customer).

Perform Guided Fault Finding for the above DTC entries.





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Please advise the customer that when parking on a slope the electromechanical parking brake should be activated before releasing the foot brake and leaving the vehicle.



→ In this case, it is not necessary to replace the electric drive motor for the rear axle.

Procedure 2:

Identify the stuck dog clutch based the following DTC entries:

- **P1D2E00**: Claw coupling Time exceeded for display Symptom: 43976 passive/intermittent and active/static.
- **P1D4500**: Disk clutch 2nd gear Time exceeded for opening Symptom: 44008 passive/intermittent and active/static.
- **P1D2D00**: Claw coupling Display attempt failed Symptom: 43979 passive/intermittent and active/static.

In addition, the following DTC entries are also stored in diagnostic address 0001:

- **P1C9800**: Electrical transmission actuator blocked Symptom: 40335 passive/intermittent and active/static.
- **P101E00**: RPM limit due to excess temperature Symptom: 42659 passive/intermittent and active/static.

If these DTC entries are also logged when the complaint occurs, check whether any noises occur or whether there are any large shavings (not abrasion particles) and/or pieces that have broken off in the gear oil.



If noises occur and/or there are large shavings (not abrasion particles) and/or pieces that have broken off in the gear oil, replace the 2-speed rear axle transmission unit according to the instructions in the Workshop Manual.

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 the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. |
| Service Number: | 9340 |
| Damage Code: | 0010 |



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| | | | |
|--------------------------|---|-----------|--|
| Labor Operations: | Drain and fill up gear oil | 3401 1753 | See SRT with associated operations |
| | Check gear oil | 3401 0199 | 10 TU |
| | Remove and install gearbox | 3435 1953 | See SRT with associated operations |
| | Replace gearbox | 3435 5553 | See SRT with associated operations |
| Diagnostic Time: | GFF | 0150 0000 | Labor according to diagnostic log (Max 100 TU) |
| | Test drive before the service procedure | 0121 0002 | 10 TU |
| | Test drive after the service procedure | 0121 0004 | 10 TU |
| Claim Comment: | As per TSB 2073490/1 | | |

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.

Required Parts and Tools

| Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. | | |
|---|--|---------------|
| Part Number | Part Description | Quantity |
| See ETKA | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |
| See ETKA | Gear oil | See ETKA/ELSA |
| See ETKA | Gearbox | 01 |

Additional Information

All parts and service references provided in this TSB (**2073490**) are subject to change and/or removal.

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