

## Technical Service Bulletin

<b>Topic</b>	45 Gear cannot be selected in cold weather (DTCs: U303500; U029400; U012900)
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2077740/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Jul 22, 2025

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> malfunction display symbols -> parking brake malfunction display	functionality -> activates	
transmission -> transmission control operation -> engage gear/driving position	functionality -> partially out of order	
transmission -> transmission control operation -> engage gear/driving position	functionality -> cannot be selected	
transmission -> transmission control operation -> driving program change	functionality -> operation sequence incorrect	
transmission -> transmission control operation -> gear/driving position change	functionality -> partially out of order	
information, navigation, communication, entertainment -> warning display symbols -> parking brake warning display	functionality -> activates	
information, navigation, communication, entertainment -> indicator display symbols -> driving dynamics regulation (ESC) indicator display	functionality -> activates	
information, navigation, communication, entertainment -> warning display symbols -> brake failure warning display	functionality -> activates	
information, navigation, communication, entertainment -> malfunction display symbols -> ABS malfunction display	functionality -> activates	
chassis -> brakes, brake regulation -> electronic parking brake (EPB)	functionality -> no function	
information, navigation, communication, entertainment -> indicator display symbols -> parking brake indicator display	functionality -> activates	
transmission -> transmission control operation -> shift lever lock	functionality -> no function	
chassis -> brakes, brake regulation -> electronic stabilization control (ESC)	functionality -> no function	
chassis -> brakes, brake regulation -> electronic parking brake (EPB)	functionality -> cannot be switched off/deactivated	
transmission -> transmission control operation -> engage gear/driving position	functionality -> no function	
information, navigation, communication, entertainment -> malfunction display symbols -> parking brake malfunction display	functionality -> does not activate	
chassis -> brakes, brake regulation -> anti-lock braking system (ABS)	functionality -> no function	

Object of complaint	Complaint type	Position
transmission -> transmission control operation -> engage gear/driving position	functionality -> operation sequence incorrect	
chassis -> brakes, brake regulation -> electronic parking brake (EPB)	functionality -> cannot be switched on/activated	
transmission -> transmission control operation -> shift lever lock	functionality -> partially out of order	
transmission -> transmission control operation -> driving program change	functionality -> no function	
transmission -> transmission control operation -> gear/driving position change	functionality -> operation sequence incorrect	
transmission -> transmission control operation -> gear/driving position change	functionality -> no function	

## Vehicle data

### A5,Q5,Q6,A6 etron

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU*	2025	A		*	*	*
GF*	2025	A		*	*	*
GH*	2025	A		*	*	*
GU*	2025	A		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Updated Models) Revised <i>Service</i> (Included statement regarding launch vehicles)
3	06/26/2025	Revised <i>Service</i> (Updated Information)
2	05/30/2025	Revised <i>Service</i> (Updated Information)

### Customer states:

Sometimes gears cannot be selected during cold weather. This may occur together with a fault message for the parking brake.

### Workshop findings:

The complaint can be reproduced; however, a change occurs after an extended period in warmer surroundings. The following combination of DTCs occur **together and simultaneously**.

### Address 0003:

- **U303500** with Symptom code 678
- **U029400** with Symptom code 48

### Address 812C:

- **U303500** with Symptom code 289
- **U012900** with Symptom code 38248
- **U012900** with Symptom code 38255

## Technical Background

Control unit information is not communicated at the right time.

## Production Solution

Not applicable.

## Service

### NOTICE

**This bulletin may apply to vehicles still within the new model launch repair authorization period!**

- For vehicles still in the launch phase, the workshop must create a case with the Technical Assistance Center (TAC) per the repair authorization. Reference this TSB number in the first line of the TAC case.

If the complaint matches the description exactly, please replace **the entire brake servo (hydraulic unit including control unit)** and send it in for analysis.

These instructions do not apply if not all DTCs are stored in addresses 0003 and 812C. Please proceed using Guided Fault Finding.

## Warranty

If you are billing AoA according to the warranty guidelines, please note the following accounting instructions:

Service number / damage code: 4545 / 0040

## 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	Brake Servo	01

## Additional Information

All part and service references provided in this TSB (**2077740**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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