

Technical Service Bulletin

Topic	35 Gearbox: functional issue with DTC P187C00, P086900, P270800
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078831/1
Level	EH
Status	Released for publishing
Release date	Aug 26, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0002 - Transmission electronics	P187C00: Gear actuator 3 Engaging process not successful		static
0002 - Transmission electronics	P187C00: Gear actuator 3 Engaging process not successful		Intermittent

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> malfunction display symbols -> transmission malfunction display	functionality -> activates	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism	functionality -> cannot be locked	
vehicle service -> inspection, maintenance -> performing a service	service: process -> with complaint confirmation	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> parking service	functionality -> no function	
transmission -> transmission housing, parking lock	component, automotive fluids	
transmission -> transmission control operation -> parking lock	functionality -> no function	
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI) -> text display -> message: drive malfunction please service vehicle	functionality -> activates	
access control, start authorization, anti-theft protection -> closing	functionality	

Vehicle data

A5 mit DL382 und DL552 Getriebe

Sales types

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

Q5 mit Getriebe DL382 und DL552

Sales types

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

Documents

Document name
master.xml

Condition

Customer states:

- Transmission position P (parking lock) cannot be selected. The vehicle therefore cannot be locked.

and/or

- The gearbox warning lamp appears in the instrument cluster.

and/or

- The yellow warning message “P cannot be selected. Vehicle may roll away! Please contact workshop” appears in the instrument cluster.

Workshop findings:

- The yellow warning message “P cannot be selected. Vehicle may roll away! Please contact workshop” appears in the instrument cluster.
- The vehicle cannot be locked.

The following DTC and symptom code **is** logged in *the transmission control module -J217-*, (address word 0002):

- **DTC P187C00** – Gear actuator 3, engagement process not successful (symptom: 20828).

The following DTCs and symptom codes **may also** be logged in *the transmission control module -J217-*, (address word 0002):

- **DTC P270800** – Solenoid Valve 6 is sticking on (symptom: 20859).

and/or

- **DTC P086900** – Transmission Oil Pressure Too High (symptom: 43034).

Technical Background

Not applicable.

Production Solution

Not applicable.

Service



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.**

- Please read out all transmission measured values from 0002 and upload them to GFF paperless.

The following work is **only** required if DTC **P187C00** is logged as active/static:

- Switch off the ignition so that the transmission position display goes out in the instrument cluster and on the selector lever.
- Then wait three minutes without operating the vehicle; for example, do not open any of the doors and do not use the MMI.
- Please start the vehicle in combustion mode, drive forward approx. 20 inches in **transmission position S** and then reverse approx. 20 inches in transmission position R (you can also do this in the opposite order).
- Then press the P button on the selector lever.

The following work is required if DTC **P187C00** is logged as active/static **or** passive/sporadic:

- Use Guided Fault Finding to resolve the DTC **P187C00**.

If Guided Fault Finding cannot determine a cause for the fault, perform the following routine to improve shift quality:

- Select the following: Guided Function -> 0002 - Analysis functions transmission -> **2-** Calibration of Gear Position Distance Sensors -G487- to -G490- as control measurement.
- Repeat the calibration of the gear position distance sensors successfully a total of **10** times.

Note: If one of the event memory entries **P086900** or **P270800** is logged, use Guided Fault Finding to work through the entry.

Warranty

Claim Type:	<ul style="list-style-type: none"> • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	3410		
Damage Code:	0010		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
	Check and adjust gear lever housing	3410 0599	See SRT with associated operations
Claim Comment:	As per TSB 2078831/1		

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.

Additional Information

Customer Information:

Please inform the customer that the electronic parking brake (EPB) will continue to function and can be used to park the vehicle.

All part and service references provided in this TSB (**2078831**) 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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