

 Connection offline

Vehicle-specific service

Transaction No.: **2081926/1**

34 PSS Gearbox: Transmission position cannot be selected

Release date: May 6, 2026

Condition

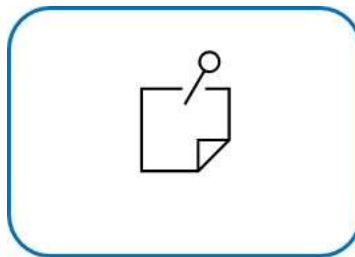
Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, Q5 Sportback, SQ5, and SQ5 Sportback (GU)	2025 – 2026	All	Not applicable
A6 (FN)	2026		

Customer States:

- Transmission position D or R cannot be selected. The selector lever can be moved in the direction of R or D/S, but the transmission position is not selected. The vehicle therefore cannot be driven.

Workshop Findings:

- The customer complaint can generally be reproduced if an attempt is made to select a transmission position immediately after unlocking the vehicle and pressing the start button. The desired transmission position cannot be selected in this situation.
- The only current remedy is to switch the ignition (terminal 15) off and then on again. It is important to make sure that both the ignition and the engine are switched on again. Only then is it possible to select a transmission position again.
- No relevant DTC entries are logged in the engine electronics control unit (diagnostic address 0001) or the transmission electronics control unit (diagnostic address 0002).



Postpone repair

Technical Background

When starting the engine, some customers do not notice that the vehicle (ignition) and engine can be switched on separately. The corresponding transmission positions **can only be selected once the engine has been switched on.**

Production Solution

Not applicable.

Service

1. Explain to the customer that a solution is expected to be available by the end of the third quarter of 2026 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Audi Now; *Service | AU-US > Pending Service Solutions (PSS)*.

Recommended procedure for customers for switching the engine on:

1. Unlock vehicle
2. Fasten seat belt
3. Press and hold brake pedal
4. Switch ignition and engine on by pressing START ENGINE STOP button in the center console
5. Then select the desired transmission position



The complaint may occur more than once. The situation can currently only be resolved by operating the vehicle calmly, patiently, and slowly.

Inform the customer that there is a software issue and that optimized transmission software is planned for the third quarter of 2026.

If the complaint described above occurs again after completing this TSB, do not do any further repair work.

Please postpone the repair as there is currently no effective repair for the complaint described by the customer.

Note: The target date communicated here is based on planning and is not binding. During the validation, technical, and regulatory approval of measures, there may be delays or hinderances in providing the measure throughout the entire process. This must be considered accordingly when communicating with customers.

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	Labor according to the diagnostic log
Claim Comment:	As per TSB 2081926/1		

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.

There is no reason to replace parts or attempt further repairs. Unjustified work/replacement parts will be charged back. Invoicing under warranty is not permitted.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

Additional Information

Customer information:

Information on starting the engine:

When starting the vehicle, customers may not notice that the ignition and engine are switched on separately. A transmission position can only be selected once the engine has been switched on.

What should the customer do if a transmission position cannot be selected?

In this case, please perform the following steps one after another:

1. **Switch the ignition off:** Switch the vehicle off entirely. Make sure that the instrument cluster and selector lever position display have gone out.
2. **Wait briefly:** then wait for approx. **one minute** without operating the vehicle. Do not open any doors, do not press any buttons and do not use the MMI.
3. **Start the vehicle again:** Start the vehicle again and make sure that **both the ignition and the engine are switched on**. Proceed slowly and calmly:
 - Switch on ignition
 - Fasten seatbelt
 - Wait briefly
 - Then select the desired transmission position

If this issue occurs repeatedly, there is a known software issue. Optimized transmission software is expected to be available in the third quarter of 2026.

If restrictions continue to occur, please visit and Audi partner.

All part and service references provided in this TSB (**2081926**) 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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