



Connection offline

Technical Service Bulletin

Transaction No.: **2082027/1**

37 Harsh shifts on 0BK gearbox - Audi Q5 2.0 TFSI (1→2, 2→3, 3→4, 5→6, 3→2, 4→3, 5→3, 7→5)

Release date: May 15, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q5	2011 – 2012	All	2.0L engine

Customer states:

- While driving, a **jerking or bucking** motion can be felt during on or more of the following shifts:
 - Upshifts:** 1→2, 2→3, 3→4, 5→6
 - Downshifts:** 3→2, 4→3, 5→3, 7→5
- The jerking motion occurs in specific situations and is described as **noticeable disturbance in the drive train**.

Workshop findings:

- The customer statement can be reproduced.
- No relevant event memory entries are logged in the engine electronics control unit (diagnostic address 0001), nor in the gearbox electronics control unit (diagnostic address 0002).

Technical Background

Software issue

Production Solution

Not applicable

Service

Try to reproduce the customer complaint (according to the customer statement/technical background) so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/gearbox code, PR number(s), part number, software version, code etc.) apply exactly. Otherwise, this measure will not eliminate the problem and repeat repairs may be necessary. In such a case, we may reject the warranty claim and charge back the cost of the parts.

If the complaint described in this TSB can be reproduced, update the gearbox software with **SVM code 02A072**.

Old Software part number	Old Software version	New Software part number	New Software version
8R0 927 158 T	*	8R0 927 158 T	≥1011



Only perform the software update. Gearbox adaptation must not be performed.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3730		
Damage Code:	0041		
Labor Operations:	Software update	0151 0010	See SRTs with associated operations
	Software update	0151 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2082027/1		

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.

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

The software must be updated on a control unit in this vehicle, or the software must be updated on several control units in this vehicle to ensure they function correctly in conjunction with the other control units in the vehicle. Please inform the customer about the software update in question and ask whether they or other third parties have modified the software (e.g. tuning or retrofitting involving modifications to the vehicle's software). Please inform the customer that this software update may neutralize previous modifications to the vehicle's software performed either by the customer or other third parties.

If the customer declines the software update, please inform them that this could lead to issues or restrictions with the use of the vehicle or individual components.

Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file.

When performing the combined software update, time stamps are not required for billing under warranty. You are therefore permitted to work on other vehicles at the same time. The combined software update can also be performed by non-productive personnel.

All part and service references provided in this TSB (**2082027**) 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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