

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A4, A4 Avant, A5 Cabriolet, and Q5	2011 – 2012	All	0BK transmission (AL551)
A5	2011		

REVISION HISTORY		
5	Date	Purpose
5	-	Revised <i>Condition</i> (Added model table, updated verbiage) Revised <i>Service</i> (Updated verbiage) Revised <i>Warranty</i> (Updated labor operations)
4	09/26/2014	Revised header data (Added Model Year 2011) Revised <i>Condition</i> (Removed Tip)
3	8/1/2014	Revised header data (Removed Model Year 2011) Revised <i>Condition</i> (Added Tip)

Customer states:

The gearbox warning lamp is on.

- It is not possible to select a gear
- The vehicle has no drive despite a gear being selected

Workshop findings:

The **customer complaint can be reproduced**

The following event memory entries (static/intermittent) are logged in the gearbox electronics control unit (diagnostic address 0002):

- **P060B00**: Control module internal processor monitoring
 - Symptom: **2528**

Technical Background

A software change in the diagnosis function was made.

Production Solution

Not applicable.

Service

Taking all aspects specified above into account, try to reproduce the customer complaint (based on the customer statement/workshop findings and technical background) so that it can be clearly assigned to this TSB. The following measure must only be carried out if all the criteria (model/type, model year, chassis number, engine/gearbox code, PR number(s), part number, software version, etc.) apply exactly. Otherwise, this measure will not resolve the issue 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 can be reproduced, update the gearbox software with SVM code **02A072**.

Compare the actual software version with the target software version table before performing this. Vehicles with a software version that already corresponds to or exceeds the target version are exempt from this measure.

A4/A5

Old Software part number	Old Software version	New Software part number	New Software version
8K0.927.158 K	*	8K0.927.158 K	0010

Q5

Old Software part number	Old Software version	New Software part number	New Software version
8R0.927.158 E	*	8R0.927.158 E	0010



Do **NOT** replace the mechatronic unit in this case.

Warranty

Claim Type:	• Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3730		
Damage Code:	0041		
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 2028405/5		

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 following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732 *00 Software Version Management (SVM), operating instructions*.

Note:

The software in the gearbox electronics control unit (diagnostic address 0002) must be updated on this vehicle. Explain to the customer that various control units have to be reconfigured after the software update to ensure that they function correctly in conjunction with other control units in the vehicle. Components which have been retrofitted in the vehicle but have not been entered in the vehicle equipment list via feedback documentation (version compare) to the SVM may not function correctly after the configuration process. Ask the customer whether they have had non-genuine components retrofitted on the vehicle or modifications carried out by third parties (e.g. tuning) or are aware of any such retrofits or modifications. Inform the customer that, if non-genuine retrofits or modifications have been carried out on the vehicle by third parties, neither AUDI AG nor your own company will accept liability for any damage that may be caused by updating the software, or by failing to do so. Make a note to this effect on the job order before it is signed by the customer and put the information in the customer file.

All part and service references provided in this TSB (**2028405**) 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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