

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A8	2013	All	3.0L engine code CTUB

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Condition</i> (Updated verbiage) Revised <i>Service</i> (Updated verbiage) Revised <i>Warranty</i> (Updated labor operations) Revised <i>Additional Information</i> (Added note)
2	05/15/2014	Revised <i>Service</i> (SVM code changed) Revised <i>Warranty</i> (Updated Damage Code; corrected Labor Operations)
1	1/27/2014	Initial publication

Customer states:

- The vehicle judders when shifting up and down, especially when shifting from 6th to 5th and 4th to 3rd gear.

Workshop findings:

- The customer complaint can be reproduced as part of a road test.
- No DTCs are logged in the engine electronics control unit (diagnostic address 0001) or 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 TPI. 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 TPI can be reproduced, **update the gearbox software using 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.

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the TCM using the SVM action code as listed in the table below if necessary.

Model	Transmission	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Code Input
A8 3.0T	3.0T-FSI / 0BK	4H1 927 158AR	1006	4H1 927 158AR	1007	02A072

Warranty

Claim Type:	• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3730		
Damage Code:	0041		
Labor Operations:	Update TCM software	0151 0010	40 TU
	Perform standstill adaptation	0151 0060	60 TU
Claim Comment:	As per TSB 2036278/3		

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 **0002 control unit** software needs to be updated on this vehicle. Explain to the customer that various control units must 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 parts and service references provided in this TSB (**2036278**) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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