



Connection offline

Technical Service Bulletin

Transaction No.: **2083037/1**

35 Gearbox: DTC P187C00 logged in gearbox control unit, SW-Cluster 3

Release date: Aug 20, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment			
A6 (FN)	2026		00A5 - Front sensor for driver assistance systems			
			Software part number	Software version	Hardware part number	Hardware version
			*	0250	*	*
			*	0381	*	*
			*	0295	*	*

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 entry (static/intermittent) is logged in the *transmission control module -J217-* (diagnostic address 0002):

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

The following event memory entries **may also** be logged in the *transmission control module -J217-* (diagnostic address 0002):

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

and/or

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

Technical Background

The specified faults occur if the gearbox cannot complete the process of engaging a gear. The basic cause of this is the synchromesh mechanics. The synchromesh has been modified to achieve a lasting improvement in initial shifting.

Production Solution

- Optimized synchro-rings have been introduced with effect from gearbox production date week 08/2026.

Service

For cluster 3 vehicles, this TSB replaces PSS 2081071, *35 PSS Gearbox: functional issue with DTC P187C00 in gearbox control unit, SW-Cluster 6*.



Note before workshop visit:

This TSB only applies to vehicles with a cluster 3 software version (03.11.00/C_03.20.00/C).

For vehicles with a cluster 6 software version (06.xx.xx/C), the repair must be postponed according to PSS TSB 2081071, *35 PSS Gearbox: functional issue with DTC P187C00 in gearbox control unit, SW-Cluster 6*.

- The service technician should check that a combined software update TSB is available for this vehicle.
- The combined software update is now available for some of the affected vehicles. Before asking the customer to bring the vehicle into the workshop for repairs, please check whether a combined software update TSB is already shown for this vehicle in ElsaPro. You can also find this information in the central service info 2081477, *00 Service info: central overview of combined software updates for cluster 3, PPE/PPC*. If a combined software update TSB is not displayed, the combined software update is still being prepared and a measure is not yet available for this vehicle. The planned release schedule can also be found in the central service info 2081477.

Combined software update

The combined software update is now available for some of the affected vehicles.

This complaint is solved in VR target state 03.11.00/C. Please check the column VR target state 03.11.00/C (KD2* package) in the central service info 2081477, *00 Service info: central overview of combined software updates for cluster 3, PPE/PPC*.

Here you can find information on whether the measure is already available via a combined software update TSB or whether the measure will be made available later.

Please run the combined software update if available. Proceed according to the combined software update TSB which is specified for this vehicle in the central service info 2081477.

Warranty

The TSB number must always be stated for ease of processing. The “HST number” field must be completed in the SAGA/2 system.



Important for billing under warranty:

Billing is performed via this complaint-related TSB. The service number and damage code from this complaint-related TSB must be stated when billing.

The repair operations for the combined software update can be found in the central service information TSB 2081477.

Billing combined software update:

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3410		
Damage Code:	KD2S		
Labor Operations:	Please refer to the central service information 2081477	Work for a combined software update	Please refer to the central service information 2081477
Claim Comment:	As per TSB 2083037/1		

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

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

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.

It is also possible to reset individual user settings for the assist systems to the default settings. These settings can be adjusted individually by the vehicle users themselves after the software update.

All part and service references provided in this TSB (**2083037**) 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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