

Technical Service Bulletin

Topic	45 Gear cannot be selected in cold weather (DTCs: U303500; U029400; U012900)
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077740/3
Level	EH
Status	Released for publishing
Release date	Jun 26, 2025

New customer code

Object of complaint	Complaint type	Position
transmission -> transmission control operation -> shift lever lock	functionality -> no function	
information, navigation, communication, entertainment -> indicator display symbols -> parking brake indicator display	functionality -> activates	
transmission -> transmission control operation -> driving program change	functionality -> operation sequence incorrect	
transmission -> transmission control operation -> gear/driving position change	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> malfunction display symbols -> ABS malfunction display	functionality -> activates	
transmission -> transmission control operation -> engage gear/driving position	functionality -> cannot be selected	
transmission -> transmission control operation -> driving program change	functionality -> no function	
information, navigation, communication, entertainment -> malfunction display symbols -> parking brake malfunction display	functionality -> does not activate	
transmission -> transmission control operation -> shift lever lock	functionality -> partially out of order	
transmission -> transmission control operation -> engage gear/driving position	functionality -> partially out of order	
transmission -> transmission control operation -> gear/driving position change	functionality -> no function	
information, navigation, communication, entertainment -> warning display symbols -> brake failure warning display	functionality -> activates	
chassis -> brakes, brake regulation -> anti-lock braking system (ABS)	functionality -> no function	
chassis -> brakes, brake regulation -> electronic parking brake (EPB)	functionality -> cannot be switched on/activated	
transmission -> transmission control operation -> gear/driving position change	functionality -> partially out of order	
chassis -> brakes, brake regulation -> electronic parking brake (EPB)	functionality -> no function	
information, navigation, communication, entertainment -> warning display symbols -> parking brake warning display	functionality -> activates	

Object of complaint	Complaint type	Position
chassis -> brakes, brake regulation -> electronic parking brake (EPB)	functionality -> cannot be switched off/deactivated	
transmission -> transmission control operation -> engage gear/driving position	functionality -> operation sequence incorrect	
transmission -> transmission control operation -> engage gear/driving position	functionality -> no function	
chassis -> brakes, brake regulation -> electronic stabilization control (ESC)	functionality -> no function	
information, navigation, communication, entertainment -> malfunction display symbols -> parking brake malfunction display	functionality -> activates	
information, navigation, communication, entertainment -> indicator display symbols -> driving dynamics regulation (ESC) indicator display	functionality -> activates	

Vehicle data

Q6

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GF*	2025	A		*	*	*

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

Transaction No.: **2077740/3**

45 Gear cannot be selected in cold weather (DTCs: U303500; U029400; U012900)

Release date: Jun 26, 2025

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised Service (Updated Information)
2	05/30/2025	Revised Service (Updated Information)
1	04/18/2025	Initial publication

Customer states:

Sometimes gears cannot be selected during cold weather. This may occur together with a fault message for the parking brake.

Workshop findings:

The complaint can be reproduced; however, a change occurs after an extended period in warmer surroundings.

The following combination of DTCs occur together and simultaneously.

Address 0003:

- **U303500** with Symptom code 678
- **U029400** with Symptom code 48

Address 812C:

- **U303500** with Symptom code 289
- **U012900** with Symptom code 38248
- **U012900** with Symptom code 38255

Technical Background

Control unit information is not communicated at the right time.

Production Solution

Not applicable.

Service

If the complaint matches the description exactly, please replace **the entire brake servo (hydraulic unit including control unit)** and send it in for analysis.

These instructions do not apply if not all DTCs in addresses 0003 and 812C. Please proceed using Guided Fault Finding.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	4545
Damage Code:	0040
Claim Comment:	As per TSB 2077740/3

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.

Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Brake Servo	01

Additional Information

All part and service references provided in this TSB (**2077740**) 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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