

Technical Service Bulletin

Topic	93 Gearbox: power transmission - Engine Disconnect Clutch Excessive Slippage - PHEV - DTC P288200
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2070965/5
Level	EH
Status	Released for publishing
Release date	Oct 17, 2025

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> electro-drive mode	functionality -> misfire	
engine -> engine operation -> combined motor/electro-drive motor driving mode	functionality -> too slow	
engine -> engine operation -> switch on electro-drive motor	functionality -> too slow	
engine -> engine operation -> combined motor/electro-drive motor driving mode	functionality -> does not switch on/connect	
engine -> engine operation -> electro-drive mode	functionality -> no function	
engine -> engine operation -> switch on electro-drive motor	functionality -> switches on by itself	
transmission -> transmission control operation	functionality	
engine -> engine operation -> switch off electro-drive motor	functionality -> misfire	
engine -> engine operation -> switch on electro-drive motor	functionality -> misfire	
engine -> engine operation -> electro-drive mode	functionality -> switches on by itself	
engine -> engine operation -> combined motor/electro-drive motor driving mode	functionality -> cannot be switched on/activated	
engine -> engine operation -> switch off electro-drive motor	functionality -> switches on by itself	
engine -> engine operation -> switch off electro-drive motor	functionality -> cannot be switched on/activated	
engine -> engine operation -> electro-drive mode	functionality -> cannot be switched on/activated	
engine -> engine operation -> switch off electro-drive motor	functionality -> no function	
engine -> engine operation -> switch on electro-drive motor	functionality -> no function	
transmission -> power distribution, transmission of power	functionality	
engine -> engine operation -> electro-drive mode	functionality -> does not switch on/connect	
engine -> engine operation -> combined motor/electro-drive motor driving mode	functionality -> switches on by itself	
engine -> engine operation	functionality	
engine -> engine operation -> combined motor/electro-drive motor driving mode	functionality -> no function	

Object of complaint	Complaint type	Position
engine -> engine operation -> switch on electro-drive motor	functionality -> cannot be switched on/activated	
engine -> engine operation -> switch off electro-drive motor	functionality -> does not switch on/connect	
engine -> engine operation -> electro-drive mode	functionality -> too slow	
engine -> engine operation -> switch on electro-drive motor	functionality -> does not switch on/connect	
engine -> engine operation -> switch off electro-drive motor	functionality -> too slow	
engine -> engine operation -> combined motor/electro-drive motor driving mode	functionality -> misfire	

Vehicle data

A7/C8 PHEV MJ19-24 mit DL382E Getriebe

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4K*	2021	A		*	*	*
4K*	2022	A		*	*	*

PR numbers

PR numbers
? :with OK3

Q5 PHEV MJ19-21 mit DL382E Getriebe

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FY*	2020	A		*	*	*
FY*	2021	A		*	*	*
FY*	2022	A		*	*	*
FY*	2023	A		*	*	*
FY*	2024	A		*	*	*
FY*	2025	A		*	*	*

PR numbers

PR numbers
? :with OK3

Documents

Document name
master.xml
vehicle_data_master.doc

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Updated Model Years) Revised <i>Service</i> (Updated repair procedure)
4	08/30/2024	Revised <i>Warranty</i> (Updated Labor Operations)
3	07/27/2024	Revised <i>Condition</i> (Updated Workshop Findings) Revised <i>Service</i> (Updated repair procedure) Revised <i>Warranty</i> (Updated Labor Operations)

Customer states:

The Gearbox malfunction message appears in the instrument cluster.

Workshop findings:

The following DTC is stored transmission control module (TCM), -J217- (address word 0002):

- **DTC P288200:** Engine Disconnect Clutch Excessive Slippage with Symptom code 20954.

Technical Background

There is a software error in the transmission control module.

Production Solution

Modified software for the gearbox control unit has been implemented in series production with effect from model year 2023.

Service

If the above applies to the vehicle continue as follows:

Step 1.

- If the vehicle is a Q5, first check whether it is possible to update the gearbox control unit.
- If the software part number is shown in the SVM table below update the software with the SVM instructions below and then proceed to Step 2.
- If the software is not in the table below, or if the vehicle is an A7, continue to Step 2

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.

- Update the Transmission Control Module (TCM) (-J217-) using the SVM action code as listed in the table below, if necessary:

 NOTICE

To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged **BEFORE** the SVM code is entered. Charging the high-voltage battery during a software update can cause damage to the high-voltage components.

 NOTICE

The parking brake must be released, and the diagnostic interface must be hardwired to the scan tool.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q5 PHEV	80A927156D	0002	80A927156D	0003	02A220

If the message **ER0203E** appears when running the SVM code 02A220, the gearbox control unit already has the required software version.

For vehicles from Model year 2023 onwards.

A software update is not necessary/possible as these vehicles already have the latest software version

Step 2. (The following applies to all vehicles (regardless of model year))

- The charge level of the high-voltage battery must be checked. For checking the electric motor, the charge level must be in the range between **min. 35% and max. 90%**. If the high-voltage battery has a charge level below 35%, it must be charged to a sufficient level.
- In this case, work with the help of Guided Fault Finding (GFF) and follow the test plan for the DTC memory entry precisely.

If GFF does not detect any faults, it is not necessary to replace any components.

If GFF is not possible, e.g. because the passive entry in the event memory entry was erased, please perform the relevant checks:

- Check ATF level. If the gearbox ATF level is not OK, it must be adjusted as specified in the repair manual.
- Hydraulic test.
- Basic settings “calibration of disengagement clutch K0” (Touch point adaptation of hydraulic clutch) routine.

If there are no indications of malfunctions, the repair procedure is complete.

Warranty

Claim Type:	If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	9350

Damage Code:	0040		
Labor Operations:	Software update (if required)	0151 0060	Time stated on the diagnostic protocol
	Charge high-voltage battery (if required)	9303 8950	See SRT with associated operations
	Check high-voltage battery	9303 01xx	See SRT with associated operations
	Check and top up transmission oil (if required)	3401 3550	See SRT with associated operations
	Remove and install noise insulation (if required)	1082 1900	See SRT with associated operations
	GFF (If software update is not required)	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2070965/5		

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.

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
G055529A2	Dual clutch gearbox oil ATF (Only if needed)	As per repair manual

Additional Information

All parts and service references provided in this TSB (**2070965**) are subject to change and/or removal.

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