



Connection offline

Technical Service Bulletin

Transaction No.: **2078831/2**

35 Gearbox: functional issue with DTC P187C00, P086900, P270800

Release date: Nov 7, 2025

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, Q5 Sportback, SQ5, and SQ5 Sportback (GU)	2025	All	Not applicable

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Added model table) Revise <i>Warranty</i> (Adjusted warranty table)
1	08/26/2025	Initial publication

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 DTC and symptom code **is** logged in *the transmission control module -J217-*, (address word 0002):

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

The following DTCs and symptom codes **may also** be logged in *the transmission control module -J217-*, (address word 0002):

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

and/or

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

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

- Please read out all transmission measured values from 0002 and upload them to GFF paperless.

The following work is **only** required if DTC **P187C00** is logged as active/static:

- Switch off the ignition so that the transmission position display goes out in the instrument cluster and on the selector lever.
- Then wait three minutes without operating the vehicle; for example, do not open any of the doors and do not use the MMI.
- Please start the vehicle in combustion mode, drive forward approx. 20 inches in **transmission position S** and then reverse approx. 20 inches in transmission position R (you can also do this in the opposite order).
- Then press the P button on the selector lever.

The following work is required if DTC **P187C00** is logged as active/static **or** passive/sporadic:

- Use Guided Fault Finding to resolve the DTC **P187C00**.

If Guided Fault Finding cannot determine a cause for the fault, perform the following routine to improve shift quality:

- Select the following: Guided Function -> **0002 - Analysis functions transmission -> 2-** Calibration of Gear Position Distance Sensors -G487- to -G490- as control measurement.
- Repeat the calibration of the gear position distance sensors successfully a total of **10** times.

Note: If one of the event memory entries **P086900** or **P270800** is logged, use Guided Fault Finding to work through the entry.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3410		
Damage Code:	0010		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol

	Check and adjust gear lever housing	3410 0599	10 TU
Claim Comment:	As per TSB 2078831/2		

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.

Additional Information

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

All part and service references provided in this TSB (**2078831**) 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.

©2025 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.