



Technical Service Bulletin

93 Gearbox: power transmission - Engine Disconnect Clutch Excessive Slippage - PHEV - DTC P288200

93 24 10 2070965/4 August 30, 2024. Supersedes Technical Service Bulletin Group 93 number 24-85 dated July 27, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5 e quattro	2020 – 2024	All	Not Applicable
A7 e quattro	2021 – 2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	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)
2	10/10/2023	Revised header (Updated Customer Codes) 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 1

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.



Technical Service Bulletin

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*.
2. 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.

Step 2.

- 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.



Technical Service Bulletin

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:

1. Check ATF level. If the gearbox ATF level is not OK, it must be adjusted as specified in the repair manual.
2. Hydraulic test.
3. 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 0000	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
	Charge battery	2706 8950	See SRT with associated operations
	GFF (If software update is not required)	0150 0000	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2070965/4		

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.



Technical Service Bulletin

Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA
G 055 529 A2	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.

©2024 Audi of America, Inc. All rights reserved. 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.