



Technical Service Bulletin

37 Selector lever fault is shown in cluster, DTCs P17E600, P091900, and/or P18CB00 stored in the selector lever module

37 21 04 2063822/1 July 7, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2019 - 2021	All	Not Applicable
S6, S7	2020 - 2021	All	Not Applicable

Condition

Customer states:

- A selector lever fault is shown in the instrument cluster.
- Gears cannot be selected with the selector lever (steering wheel paddles used to select gears).

Workshop findings:

One or more of the following DTCs may be stored in the selector lever control module, J587 (address word 0081):

- **DTC P17E600** (Selector lever position sensor implausible signal).
- **DTC P091900** (Gear shift position control error).
- **DTC P18CB00** (Button for park lock implausible signal).

Technical Background

Diagnosis of voltage evaluation leads to a fault.

Production Solution

Not applicable.

Service

If the above conditions apply to the vehicle, perform the SVM software update below. If the software is already at the latest level this TSB doesn't apply and the concern should be diagnosed and repaired without claiming this TSB.



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Note:

A7 TFSI e (PHEV): 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.

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the selector lever control module, J587 (address word 0081) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A6, A7 S6, and S7	4K1713041G	0051	4K1713041L	0056	81A003
	4K1713041J	0051			
	4K1713041H	0050 0051	4K1713041M	0056	
	4K1713041K	0051			

3. Confirm the concern is repaired with a test drive.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3785		
Damage Code:	0039		
Labor Operations:	Software update	0151 0000	Time stated on the diagnostic



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			protocol (Max 50 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2063822/1		

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.

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2063822) 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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