Technical Service Bulletin

34 DSG Transmission gear display illuminated (DTC P2711 stored in TCM)

34 13 17 2029069/3 September 20, 2013. Supersedes Technical Service Bulletin Group 30 number 12-14 dated August 6, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2009-2010	All	DSG Transmission
TT	2009-2010	All	DSG Transmission

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised header data (Added DTC) Revised title Revised *Warranty* (Added GFF allowance)
2	8/6/2012	Revised header data (Updated Customer code)
1	3/22/2012	Original publication

- Customer states that the gear display is illuminated in cluster.
- Vehicle may exhibit a shudder condition on first acceleration from a stop.
- The following fault entry is logged in the transmission control module (TCM), J217 (address word 02):
  - **19143 P2711 004** (Unexpected Mechanical Gear Disengagement)

Tip: This TSB only applies if entry **19143 P2711 004** is logged and the vehicle has over 18,500 miles on the odometer. If there are other complaints, this TSB does not apply.

Technical Background

The TCM recognizes that drag torque on the clutch is too high.

Production Solution

Improved clutch plates from gearbox starting with March 2010 production.

© 2013 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.

Technical Service Bulletin

Service

Remove the transmission and replace the multiple clutch according to the Elsa Repair Manual.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3060		
Damage Code:	0010		
Labor Operations:	Transmission remove and install	3435 19XX	See Elsa for labor operations based on model / transmission
	Multiple clutch remove and reinstall	3060 1950	110 TU
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on diagnostic protocol (Max 70 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2029069/3		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
02E398029A	Multiple clutch	1

Additional Information

All parts and service references provided in this TSB (2029069) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

© 2013 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.