Connection offline

Vehicle-specific service Transaction No.: **2081071/4**

35 PSS Gearbox: functional issue with DTC P187C00 in gearbox control unit, SW-Cluster 6 Release date: Oct 26, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment			
A5, S5 (FU), Q5, Q5 Sportback, SQ5, SQ5 Sportback (GU)	2026	All	00A5 - Front sensor for driver assistance systems			
			Software part number	**Software version**	**Hardware part number**	**Hardware version**
A6	2026	032000 - 999999	*	0801	*	*

REVISION HISTORY		
Revision	**Date**	**Purpose**
4	-	Revised *Service* (Adjusted verbiage)
3	08/20/2026	Revised header (Adjusted model years)
2	03/26/2026	Revised *Technical Background* (Updated verbiage) Revised *Production Change* (Updated verbiage)

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 cluster

and/or

- The yellow warning message “P cannot be selected. Vehicle may roll away! Please contact workshop” appears in the vehicle cluster

Workshop findings:

- The yellow warning message “P cannot be selected. Vehicle may roll away! Please contact workshop” appears in the vehicle 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

The specified faults occur if the gearbox cannot complete the process of engaging a gear. The basic cause of this is the synchromesh mechanics. The synchromesh has been modified to achieve a lasting improvement in initial shifting.

Production Solution

- Optimized synchro-rings have been introduced, effective from gearbox production calendar week 08/2026.

Service

This TSB must only be used for vehicles with cluster 6 combined software version.

This section 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.
- Then start the vehicle, drive forward approx. 20 inches (50 cm) in transmission position S and then reverse approx. 20 inches (50 cm) in transmission position R (this can also be done in the opposite order).
- Then press the P button on the selector lever.

The following is required for **all** cases of DTC **P187C00:**

- Use Guided fault finding to remedy the DTC *P187C00.*

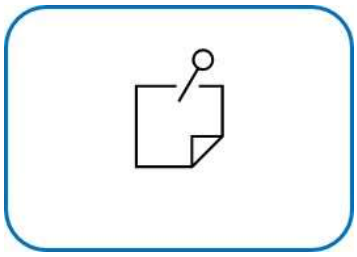
If Guided Fault Finding cannot determine a cause for the fault, perform the following routine to improve shift quality:

- Guided function.
- 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 or both DTCs **P086900** or **P270800** are logged, use Guided Fault Finding to work through the entry.

If the complaint described above occurs again after completing this TSB, do not perform any further repair work.

Please postpone the repair as there is currently no effective repair for the complaint described by the customer.



Postpone Repair

The gearbox software optimization measure is currently being implemented. The solution is currently planned to be available in the first quarter of 2027.

Note: The target date communicated here is based on planning and is not binding. During the validation, technical and regulatory approval of measures, there may be delays or hinderances in providing the measure throughout the entire process. This must be considered accordingly when communicating with customers.

As a part of the process, create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Audi Now; *Service* | *AU-US* > *Pending Service Solutions (PSS)*.

Warranty

Replacing parts or attempting repairs will not fix the problem. Unjustified work/replacement parts will be charged back. Invoicing under warranty is not permitted.

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	Labor according to the diagnostic log
	Check and adjust gear lever housing	3410 0599	10 TU
Claim Comment:	As per TSB 2081071/3		

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

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

Customer 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 (**2081071**) 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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