



Technical Service Bulletin

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

93 23 32 2070965/2 October 9, 2023. Supersedes Technical Service Bulletin Group 93 number 23-25 dated September 8, 2023, 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
2	-	Revised header (Updated Customer Codes) Revised <i>Warranty</i> (Updated Labor Operations)
1	09/08/2023	Initial publication

Customer states:

The Gearbox malfunction message appears in the instrument cluster.

Workshop findings:

The following DTC may be stored transmission control module (TCM), -J217- (address word 0001):

- **DTC P288200:** Engine Disconnect Clutch Excessive Slippage with Symptom code 20954.

Technical Background

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.

Service

If the above applies to the vehicle continue as follows:

Step 1.



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- 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

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.

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. "Touch point adaptation of hydraulic clutch" routine.



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If there are no indications of malfunctions, the repair procedure is complete.

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:	9350		
Damage Code:	0040		
Labor Operations:	Software update (if required)	0151 0000	Time stated on diagnostic protocol (Max 60 TU)
	Charge high-voltage battery (if required)	9303 8950	See SRT with associated operations
	Check high-voltage battery	9303 0199	10 TU
	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
Diagnostic Time:	GFF (Test plan for DTC and top up transmission oil if required)	0150 0000	Time stated on diagnostic protocol (Max 120 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2070965/2		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity



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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)	01

Additional Information

All parts and service references provided in this TSB (**2070965**) are subject to change and/or removal.

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