



# Technical Service Bulletin

## 57 Message "Central locking/parking brake" displayed in the instrument cluster, door not unlocking electronically

57 19 62 2055932/4 December 20, 2019. Supersedes Technical Service Bulletin Group 57 number 19-60 dated October 4, 2019 for reasons listed below.

| Model(s)           | Year        | VIN Range | Vehicle-Specific Equipment |
|--------------------|-------------|-----------|----------------------------|
| A6, A7, A8, and Q8 | 2019 - 2020 | All       | Not Applicable             |

## Condition

| REVISION HISTORY |            |                                                                                                                                                                                                                                             |
|------------------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Revision         | Date       | Purpose                                                                                                                                                                                                                                     |
| 4                | -          | Revised <i>Warranty</i> (Updated Labor Operation)                                                                                                                                                                                           |
| 3                | 10/04/2019 | Revised <i>Condition</i> (Added DTC)                                                                                                                                                                                                        |
| 2                | 09/30/2019 | Revised header (Updated models)<br>Revised <i>Condition</i> (Added DTC)<br>Revised <i>Service</i> (Updated Table and added Tip)<br>Revised <i>Warranty</i> (Added Labor Operation)<br>Revised <i>Required Parts and Tools</i> (Added table) |

### Customer states:

- The message "Central locking malfunction!" or "Parking brake malfunction!" appears in the instrument cluster.

### Workshop findings:

- The affected door may temporarily not be electronically unlocked from the inside, but a mechanical opening is possible.

One or more of the following DTC(s) may be stored relating to the driver door control module, J386 (address word 0042), ABS control module, J104 (address word 0003), front passenger door control module, J387 (address word 0052), and/or a rear door control modules J388 or J389 (address word 00BB or 00BC):

### Driver door control module:

- DTC B122D29** (locking unit for central locking - implausible signal).

### ABS control module:

- DTC U122800** (Driver door control unit implausible).

### Front passenger door control module:



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- **DTC B122D29** (locking unit for central locking - implausible signal).

## Rear door control modules:

- **DTC B14FF29** (Motor for child lock, implausible signal).
- **DTC B122D29** (locking unit for central locking - implausible signal).

## Technical Background

The software needs to be updated.

## Production Solution

New software in the door electronics control module, J386 – J389 (0042 – drivers, 0052 passenger, 00BB rear driver's side, and 00BC rear passenger side) addressed the condition.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the door electronics control modules (0042 – drivers, 0052 passenger, 00BB rear driver's side, and 00BC rear passenger side) using the SVM action code as listed in the table below, if necessary.



**Tip:** Parts indicated below with an \*, additionally in the replacement reference, require part replacement prior to performing SVM (**A7 and A8 only**).

3. Perform basic settings of all four windows.
4. After replacing the required parts (A7 and A8), continue with SVM update.

| Door Control Module Replacement Reference Table (A7 and A8) |                      |                         |
|-------------------------------------------------------------|----------------------|-------------------------|
| Address                                                     | Original Part Number | Replacement Part Number |
| 0042                                                        | 4M1959593C           | 4M1959593J              |
|                                                             | 4M1959793C           | 4M1959793J              |
| 0052                                                        | 4M1959592C           | 4M1959592J              |
|                                                             | 4M1959792C           | 4M1959792J              |



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|      |            |            |
|------|------------|------------|
| 00BB | 4M1959595C | 4M1959595J |
|      | 4M1959795C | 4M1959795J |
| 00BC | 4M1959595C | 4M1959595J |
|      | 4M1959795C | 4M1959795J |

| Model          | Address | Hardware Original | Software Original | New Hardware | New Software | Software Version | ZDC        | SVM Code Input |
|----------------|---------|-------------------|-------------------|--------------|--------------|------------------|------------|----------------|
| A6, A7, and A8 | 0042    | *4M1959593C       | 4M1959593B        | 4M1959593J   | 4M1959593D   | 0421             | 4K8909872C | 42A021         |
| Q8             |         | 4M1959593D        | 4M1959593D        |              |              |                  | 4M8909872B |                |
| A6, A7, and A8 |         | *4M1959793C       | 4M1959793B        | 4M1959793J   | 4M1959793D   |                  | 4K8909872C |                |
| Q8             |         | 4M1959793D        | 4M1959793D        |              |              |                  | 4M8909872B |                |
| A6, A7, and A8 | 0052    | *4M1959592C       | 4M1959592B        | 4M1959592J   | 4M1959592D   |                  | 4K8909873C |                |
| Q8             |         | 4M1959592D        | 4M1959592D        |              |              |                  | 4M8909873B |                |
| A6, A7, and A8 |         | *4M1959792C       | 4M1959792B        | 4M1959792J   | 4M1959792D   |                  | 4N0909873C |                |
| Q8             |         |                   |                   |              |              |                  | 4M8909873B |                |
| A6, A7, and A8 | 00BB    | *4M1959595C       | 4M1959595B        | 4M1959595J   | 4M1959595D   |                  | 4K8909897C |                |



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|                         |                         |             |            |            |            |  |            |  |
|-------------------------|-------------------------|-------------|------------|------------|------------|--|------------|--|
| Q8                      | A6,<br>A7,<br>and<br>A8 | 4M1959595D  | 4M1959595D |            |            |  | 4M8909897B |  |
|                         |                         | *4M1959795C | 4M1959795B | 4M1959795J | 4M1959795D |  | 4K8909897C |  |
| Q8                      |                         | 4M1959795D  | 4M1959795D |            |            |  | 4M8909897B |  |
| A6,<br>A7,<br>and<br>A8 | 00BC                    | *4M1959595C | 4M1959795B | 4M1959595J | 4M1959595D |  | 4K8909896C |  |
| Q8                      |                         |             |            |            |            |  | 4M8909896B |  |
| A6,<br>A7,<br>and<br>A8 |                         | *4M1959795C | 4M1959795D | 4M1959795J | 4M1959795D |  | 4K8909896C |  |
| Q8                      |                         |             |            |            |            |  | 4M8909896B |  |

## Warranty

|                          |                                                                                                                                                                                                                                                         |              |                                                 |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul> |              |                                                 |
| <b>Service Number:</b>   | 6438                                                                                                                                                                                                                                                    |              |                                                 |
| <b>Damage Code:</b>      | 0039                                                                                                                                                                                                                                                    |              |                                                 |
| <b>Labor Operations:</b> | Software Update (Includes checking for DTCs)                                                                                                                                                                                                            | 0151 0000    | Time stated on diagnostic protocol (Max 100 TU) |
|                          | <b>As required:</b>                                                                                                                                                                                                                                     |              |                                                 |
|                          | Remove and install 4 door control units ( <b>A7 and A8</b> )                                                                                                                                                                                            | 6438 2099    | 140 TU                                          |
| <b>Diagnostic Time:</b>  | GFF                                                                                                                                                                                                                                                     | No allowance | 0 TU                                            |



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|                       |                                          |              |      |
|-----------------------|------------------------------------------|--------------|------|
|                       | Road test prior to the service procedure | No allowance | 0 TU |
|                       | Road test after the service procedure    | No allowance | 0 TU |
| <b>Claim Comment:</b> | As per TSB #2055932/4                    |              |      |

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. |                                                                    |               |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------|
| Part Number                                                                                         | Part Description                                                   | Quantity      |
| See ETKA                                                                                            | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |
| See Table                                                                                           | Door control module (A7 and A8)                                    | As needed     |

## Additional Information

The following Technical Service Bulletin 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 (2055932) 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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