



Technical Service Bulletin

64 Right front door window or locking functions intermittently inoperative

64 19 65 2051276/3 February 7, 2019. Supersedes Technical Service Bulletin Group 64 number 18-62 dated November 9, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2018	000001 - 184050	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Added Tip)
2	11/09/2018	Revised header (Updated VIN break)
1	05/22/2018	Initial publication

Customer states one of the following intermittent concerns:

- Passenger's door lock switch is inoperative.
- Passenger's front window switch is inoperative.
- A message appears in the instrument cluster regarding child locks.

Workshop findings:

The following DTC is found in the data bus on board diagnostic interface, J533 (address word 0019):

- **DTC U020000** (passenger door control units, no communication - active/static).

One of the following DTCs may also be found in the driver door control module, J386 (address word 0042):

- **DTC U10BA00** (local data bus, no communication - active/static) with symptom code 196645.
- **DTC U111100** (restricted function because of missing message - active/static) with symptom code 196643.

Technical Background

The front passenger door control module's software needs to be updated.

Production Solution

New software in the front passenger door control module, J387 (address word 0052) addressed the condition.

Technical Service Bulletin

Service

1. Perform a reset of the front passenger door control module, J387 (address word 0052) by removing the 20A Fuse 14 (on fuse panel B) -SB14- for 1 minute.
 - Fuse carrier 2 (ST2 – Front drivers side, floor) (Figure 1, A)
 - Fuse panel B (SB – Red), fuse 14 (Figure 1, B)



Tip: You must consult the applicable wire diagram for the vehicle you are working on if there is no fuse in position SB14, or the fuse in position SB14 is not 20A.

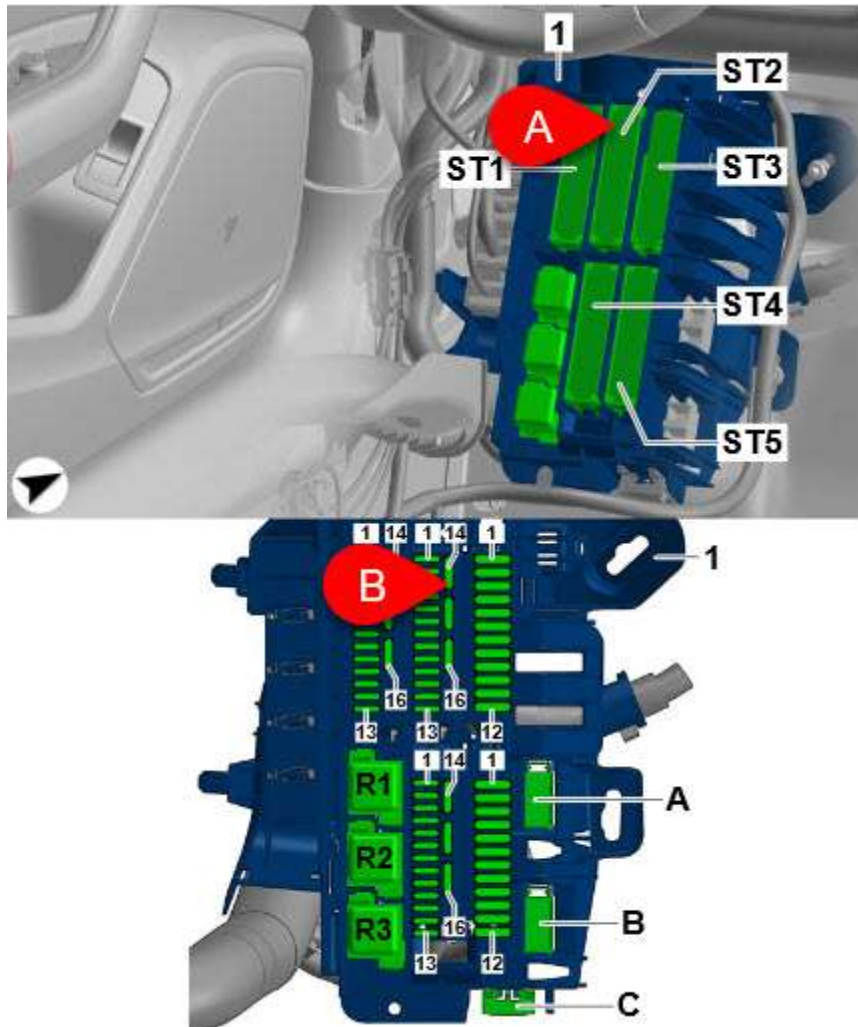


Figure 1. Fuse control panel.



Technical Service Bulletin

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the front passenger door control module, J387 (address word 0052) using the SVM action code as listed in the table below, if necessary:



Tip: Prior to starting the SVM update, open all windows completely, then fully close all windows via the driver's door window switches. This will help to ensure that the door control modules are properly read into ODIS.

3. Perform basic settings of the windows.

Model	Diagnostic Address	Old ZDC Number	New ZDC Number	New ZDC Version (or higher)	SVM CODE
Q5	42	80B909872A	80B909872C	27	42A014
		80B909872C			
	52	80B909873A	80B909873C		
		80B909873C			
	00BB	80B909897A	80B909897C		
		80B909897C			
	00BC	80B909896A	80B909896C		
		80B909896C			



Technical Service Bulletin

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles • G10 for CPO Covered Vehicles – Verify Owner • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6438		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	Time stated on diagnostic protocol (Max 100 TU)
	Reset door control module	6438 4199	10 TU
Diagnostic Time:	GFF	No allowance	0 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 #2051279/3		

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.

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 (2051279) 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.

©2019 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.