



Technical Service Bulletin

57 Power closing door latch intermittently inoperative

64 18 57 2051540/1 June 20, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2018	All	With door power latching

Condition

Customer states:

- The power closing door latch system intermittently does not work. The door closes and latches properly otherwise.

Workshop findings:

The following DTC may be stored in driver door control module, J386 (address word 0042), front passenger door control module, J387 (address word 0052), left rear door control module, J388 (address word 00BB) or right rear door control module, J389 (address word 00BC):

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

Technical Background

The applicable door control module does not correctly identify the current state of the door lock actuator motor and the power closing feature is inadvertently disabled.

Production Solution

Not applicable.

Service

SVM Update Instructions

- Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
- Update the applicable module, driver door control module, J386 (address word 0042), Front passenger door control module, J387 (address word 0052), left rear door control module, J388 (address word 00BB) or right rear door control module, J389 (address word 00BC) using the SVM action code as listed in the table below, if necessary:



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Model	Diagnostic Address	Original Software	Original Hardware Number	New Software Number	New Hardware Number	New Software Version	SVM Code Input
Q7	0042	4M0959793H	4M0959793F	4M0959793H	4M0959793F	129	42A014
		4M0959593H	4M0959593F	4M0959593H	4M0959593F		
		4M0959593G	4M0959593C	4M0959593E	4M0959593C	59	
		4M0959593E					
		4M0959593D					
		4M0959793G					
		4M0959793E		4M0959793E	4M0959793C		
		4M0959793D					
	0052	4M0959792H	4M0959792F	4M0959792H	4M0959792F	129	
		4M0959592H	4M0959592F	4M0959592H	4M0959592F		
		4M0959592G	4M0959592C	4M0959592E	4M0959592C	59	
		4M0959592E					
		4M0959592D					
		4M0959792G	4M0959792C	4M0959792E	4M0959792C		
		4M0959792E					
		4M0959792D					
	00BB 00BC	4M0959595H	4M0959595F	4M0959595H	4M0959595F	129	
		4M0959795H	4M0959795F	4M0959795H	4M0959795F		
		4M0959595E	4M0959595C	4M0959595E	4M0959595C	59	
		4M0959595D					
		4M0959595G					
		4M0959795E	4M0959795C	4M0959795E	4M0959795C		
		4M0959795D					



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		4M0959795G					
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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)
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 #2051540/1		

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 (2051540) 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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