



# Technical Service Bulletin

## 64 Door windows are inoperative or malfunctioning

64 21 81 2049956/2 December 7, 2021. Supersedes Technical Service Bulletin Group 64 number 18-48 dated January 16, 2018 for reasons listed below.

| Model(s)                                                             | Year        | VIN Range | Vehicle-Specific Equipment |
|----------------------------------------------------------------------|-------------|-----------|----------------------------|
| A4, A4 allroad, A5 Cabriolet, A5 Coupe, A5 sportback, S5 Q7, and SQ7 | 2018 – 2019 | All       | Not Applicable             |
| RS 5, RS 5 sportback                                                 | 2019        | All       | Not Applicable             |

## Condition

| REVISION HISTORY |            |                                                                                                                                                      |
|------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Revision         | Date       | Purpose                                                                                                                                              |
| 2                | -          | Revised header (Add Model Year)<br>Revised <i>Service</i> (Modify SVM action code table)<br>Revised <i>Required Parts and Tools</i> (Add VAS tester) |
| 1                | 01/16/2018 | Initial publication                                                                                                                                  |

### Customer states:

- One or more of the door windows exhibit various malfunctions such as the one-touch feature not operating (window adaptation lost) or the pinch protection intervenes without an obstruction.

### Workshop findings:

One or more of the following DTC's may be stored in driver's door electronics, J386 (address word 0042), passenger's door electronics, J387 (address word 0052), left rear door electronics, J388 (address word 00BB) or rear passenger side door electronics, J389 (address word 00BC):

- DTC B148713** (Motor for window regulator, Open circuit).
- DTC B14874B** (Motor for window regulator, Excess temperature).
- DTC B148754** (Motor for window regulator, No basic setting).
- DTC B148701** (Motor for window regulator, Electrical error).



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## Technical Background

The window mechanism running load and pinch protection threshold is too sensitive.

## Production Solution

New software in the driver's door electronics, J386 (address word 0042), passenger's door electronics, J387 (address word 0052), left rear door electronics, J388 (address word 00BB) and rear passenger side door electronics, J389 (address word 00BC) addressed the condition.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the driver's door electronics, J386 (address word 0042), passenger's door electronics, J387 (address word 0052), left rear door electronics, J388 (address word 00BB) or rear passenger side door electronics, J389 (address word 00BC) using the SVM action code as listed in the table below, if necessary:



**Tip:** Prior to performing this SVM Updates, fully open and close all electric windows via the window regulator switches immediately **BEFORE** using the SVM code. This ensures that all of the door control modules are "awake" for the update.

| Model                                                                                                      | Control Module Diagnostic Address | Old Software Part Number | Old Software Version | New Software Part Number | New Software Version (or higher) | SVM Code Input |
|------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------|----------------------|--------------------------|----------------------------------|----------------|
| A4 Sedan,<br>A4 allroad,<br>A5 Cabriolet,<br>A5 Coupe,<br>A5 sportback,<br>RS 5, RS 5 sportback,<br>and Q7 | 0042                              | 4M0959593H               | *                    | 4M0959593H               | 0131                             | 42A014         |
|                                                                                                            |                                   | 4M0959793H               |                      | 4M0959793H               |                                  |                |
|                                                                                                            |                                   | 8W0959393H               |                      | 8W0959393H               |                                  |                |
|                                                                                                            |                                   | 8W0959593H               |                      | 8W0959593H               |                                  |                |
|                                                                                                            | 0052                              | 4M0959592H               |                      | 4M0959592H               |                                  |                |
|                                                                                                            |                                   | 4M0959792H               |                      | 4M0959792H               |                                  |                |
|                                                                                                            |                                   | 8W0959392H               |                      | 8W0959392H               |                                  |                |
|                                                                                                            |                                   |                          |                      |                          |                                  |                |



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|  |           |            |  |            |  |  |
|--|-----------|------------|--|------------|--|--|
|  | 00BB/00BC | 8W0959592H |  | 8W0959592H |  |  |
|  |           | 4M0959595H |  | 4M0959595H |  |  |
|  |           | 4M0959795H |  | 4M0959795H |  |  |
|  |           | 8W0959395H |  | 8W0959395H |  |  |
|  |           | 8W0959595H |  | 8W0959595H |  |  |

3. After the flash update is complete the front window basic settings end stops will be lost. Make certain to reset the front window basic settings to restore the one touch function.

## 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                                                                                                                                                                                                                                     | 0151 0000    | Time stated on the diagnostic protocol (Max 100 TU) |
| <b>Diagnostic Time:</b>  | GFF                                                                                                                                                                                                                                                 | No allowance | 0 TU                                                |
|                          | Road test prior to service procedure                                                                                                                                                                                                                | No allowance | 0 TU                                                |
|                          | Road test after service procedure                                                                                                                                                                                                                   | No allowance | 0 TU                                                |
| <b>Claim Comment:</b>    | As per TSB #2049956/2                                                                                                                                                                                                                               |              |                                                     |

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.



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## Required Parts and Tools

| Tool Number       | Tool Description                                         |
|-------------------|----------------------------------------------------------|
| VAS 6160/VAS 6150 | VAS tester with the current version of ODIS (Windows 10) |

## 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 (2049956) 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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