



Technical Service Bulletin

64 Warning instrument cluster: "Child lock: fault" w/ B177901: Function Lighting Child Safety Electrical Error

64 24 01 2074791/2 October 14, 2024. Supersedes Technical Service Bulletin Group 64 number 24-00 dated August 8, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022	000001 - 040959	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (updated Labor Operations)
1	08/08/2024	Initial publication

Customer states:

- The message "Child lock: fault" is displayed in the instrument cluster.

Workshop findings:

The customer complaint is confirmed. The following DTC is logged in the Driver's Door Electronics control unit - J386- (diagnostic address 0042):

- B177901:** Function lighting child safety electrical error.

Technical Background 1

Optimized target data container for the Driver's Door Electronics control unit, J386 (diagnostic address 0042).

Production Solution

Not applicable.

Service

First, check whether there are any service campaigns for the vehicle that have not yet been completed and carry them out.

 **NOTICE**



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To prevent charging of the high-voltage battery during the software update, the high-voltage cable is to be removed **BEFORE** entry of the SVM code on vehicles with high-voltage components. Charging the high-voltage battery during a software update can damage the high-voltage components.



The flashing procedure may be performed using either a USB cable or a point-to-point Wi-Fi connection with adequate reception. We strongly recommend flashing using a USB cable. This ensures that data transmission is as reliable as possible. If you wish to perform flashing in Wi-Fi mode, please ensure that you are using a point-to-point connection. Infrastructure mode is not permissible as it is very prone to interference/errors. If the Wi-Fi reception is insufficient, a message will appear, and the USB cable must be used. Bluetooth connections are not permitted. Remove diagnosis head from diagnostic socket to connect USB cable. If the USB cable is plugged in while the diagnostic head is connected, the communication still takes place via Bluetooth.

Performing update:



TIP: Prior to performing the SVM update, 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.

- Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
- Perform the function “**SVM – control module configuration**” in the driver door control unit (diagnostic address 0042). This will give the control unit the latest target data container.
- Once completed successfully, perform basic setting of the window regulator for the driver door.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6438		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0010	See SRT with associated operations
	Software Update	0151 0060	Time stated on the diagnostic protocol



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Claim Comment:	As per TSB 2074791/2
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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

All part and service references provided in this TSB (**2074791**) 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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