



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) Revised <i>Service</i> (Modify SVM action code table) 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).



Technical Service Bulletin

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, A4 allroad, A5 Cabriolet, A5 Coupe, A5 sportback, RS 5, RS 5 sportback, and Q7	0042	4M0959593H	*	4M0959593H	0131	42A014
		4M0959793H		4M0959793H		
		8W0959393H		8W0959393H		
		8W0959593H		8W0959593H		
	0052	4M0959592H		4M0959592H		
		4M0959792H		4M0959792H		
		8W0959392H		8W0959392H		



Technical Service Bulletin

		8W0959592H		8W0959592H		
	00BB/00BC	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

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the 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 the 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 #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.



Technical Service Bulletin

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.

©2021 Audi of America, Inc. All rights reserved. The 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.