

# Technical Service Bulletin



## 64 Rear door sunshade stuck or inoperative

64 14 32 2036956/1 April 4, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2013	023000 - 999999	Not Applicable
A8	2014	000001 - 005513	Not Applicable

## Condition

Left and/or right rear door sunshade may be stuck or inoperative.

## Technical Background

Due to a faulty signal, the door control unit does not activate the roller blind. If the roller blind is moved up and the window is lowered at the same time, the roller blind will stay in its end position at the top.

## Production Solution

New software in the door comfort system control modules, J388 and J389 (address words 62 and 72) addresses the condition

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732, *00 Software Version Management (SVM), operating instructions*.
2. Update the J388 and J399 control modules using the SVM action code as listed in the table below, if necessary.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A8	4H0959795D	*	4H0959795D	276	62A001

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## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	6438		
<b>Damage Code:</b>	0039		
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2036956/1		

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 (2036956) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.