



Technical Service Bulletin

64 Windows intermittently retract after closing

64 17 45 2049368/1 November 13, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8, R8 Spyder	2017	All	Not Applicable

Condition

After closing the windows with the window switch (Coupe) or closing the convertible top with the convertible roof switch (Spyder) the window rolls down. Condition occurs intermittently, and can occur on one, or both doors.

Technical Background

Incorrect parameter set (ZDC) stored in the door control module.

Production Solution

New ZDC in the driver door control module, J386 (address word 0042) and passenger door control module, J388 (address word 0052) addressed the condition.



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Service

SVM Update Instructions

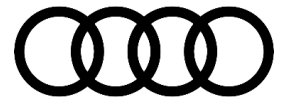
1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the parameter set of the driver door control module, J386 (address word 0042) and passenger door control module, J388 (address word 0052) using the SVM action code as listed in the table below, if necessary. The parameter part number and version can only be seen after the SVM code completes.

Model	Old Parameter P/N	Old Parameter Version	New Parameter P/N	New Parameter Version	SVM Code
R8	4S0909872B 4S0909872C 4S0909872D	All	4S0909872E	18	42A012
	4S0909873B 4S0909873C 4S0909872D	All	4S0909873E	18	

3. Perform basic settings of all four windows.



Tip: For an update we recommend to always establish the connection from the ODIS tester to the diagnosis plug via USB cable. If available, we recommend the use of the VAS 6154 or VAS 5055 to update control modules, due to the ESD shielding.



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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 vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6438		
Damage Code:	0039		
Diagnostic Time:	GFF – software update(s)	0150 0000	Time stated on diagnostic protocol (Max 50 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 # 2049368/1		

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 (2049368) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.

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