

Technical Service Bulletin

64 Rear quarter glass intermittently retracts after closing convertible top

64 17 44 2048934/1 September 26, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5 Cabriolet	2017	All	Not Applicable
A5 Cabriolet	2018	000001 - 005042	Not Applicable

Condition

After closing the convertible top, the rear quarter glass rolls down automatically. Condition occurs intermittently, and can occur on one, or both rear quarter glass.

Technical Background

Not applicable.

Production Solution

New software in the front passenger door control module, J387 (address word 0052) and driver door control module, J386 (address word 0042) addressed the condition.

Service

SVM Update Instructions

- Follow all instructions in the attached TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
- Update the front passenger door control module, J387 (address word 0052) and driver door control module, J386 (address word 0042) using the SVM action code as listed in the table below if necessary:

Model	Control Module Diagnostic Address	Old Software Part Number	New Software Part Number	New Software Version (or higher)	SVM Code Input
A5 Cab 2018 S5 Cab 2018	0042	4M0.959.793.F 4M0.959.793.H	4M0.959.793.H	0128	42A011



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A5 Cab 2018 S5 Cab 2018	0052	4M0.959.792.F 4M0.959.792.H	4M0.959.792.H	0128	42A011
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3. Perform basic settings of all four windows.

Warranty

Claim Type:	• 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 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)		
Claim Comment:	As per TSB #2048934/1		

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.

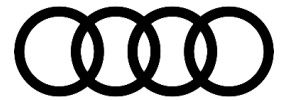
Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All parts and service references provided in this TSB (2048934) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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