



# Technical Service Bulletin

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## 64 Window opens/reverses when closing from half open position

64 18 51 2050362/1 February 7, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2018	000001 - 099096	Not Applicable

## Condition

### Customer states:

- When attempting to close a half-open window, the window opens instead of closing.

## Technical Background

Incorrect parameters in the door control modules.

## Production Solution

New parameters in the driver door control module addressed the condition:

- Driver door control module, J386 (address word 0042)
- Front passenger door control module, J387 (address word 0052)
- Left rear door control module, J388 (address word 00BB)
- Right rear door control module, J389 (address word 00BC)

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the driver door control module, J386 (address word 0042), front passenger door control module, J387 (address word 0052), left rear door control module, J388 (address word 00BB) or right rear door control module, J389 (address word 00BC) using the SVM action code as listed in the table below, if necessary:



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Model	Control Module Diagnostic Address	ZDC Number	New ZDC Version	SVM Code Input
Q5	0042	80B.909.872.A	0025	42A015
	0052	80B.909.873.A		
	00BB	80B.909.897.A	0026	
	00BC	80B.909.896.A		

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	6438		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update	0151 0000	Time stated on diagnostic protocol (Max 100 TU)
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2050362/1		

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*.



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All part and service references provided in this TSB (2050362) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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