



Technical Service Bulletin

64 Door window automatic lowering or raising inoperative

64 18 56 2050080/2 June 18, 2018. Supersedes Technical Service Bulletin Group 64 number 18-49 dated January 19, 2018 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|------------------------------------|-------------|-----------|----------------------------|
| A5, A5 Cabriolet, and A5 Sportback | 2017 - 2018 | All | Not Applicable |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 2 | - | Revised header data (Corrected Elsa display issue) |
| 1 | 01/19/2018 | Initial publication |

Customer states:

- Intermittently the door window does not slightly roll down when opening the door, or does not roll up when closing the door.

Technical Background

Updated control module software.

Production Solution

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

Service

SVM Update Instructions

- Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.



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2. Update the driver door control module, J386 (address word 0042) or the front passenger door control module, J387 (address word 0052) using the SVM action code as listed in the table below, if necessary:

| Model | Control Module Address | Hardware Part Number | Software Part Number | Original Software Version | New Software Version | SVM Code Input |
|------------------------------------|------------------------|----------------------|----------------------|---------------------------|----------------------|----------------|
| A5, A5 Cab, and A5 Sportback | 0042 | 4M0959793H | 4M0959793F | 128 (or lower) | 129 | 42A014 |
| | | 4M0959793F | | | | |
| | 0052 | 4M0959792H | 4M0959792F | | | |
| | | 4M0959792F | | | | |
| A5 Sportback | 00BB 00BC | 4M0959795 (E/H) | 4M0959795 (C/F) | | | |
| | | 8W0959395 (E/H) | 8W0959395 ("F) | | | |
| | | 8W0959595 (E/H) | 8W0959595 ("F) | | | |

3. Perform basic settings of the windows

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 | | |
| Labor Operations: | Software Update | 0151 0000 | Time stated on diagnostic protocol (Max 100 TU) |
| Diagnostic Time: | GFF | No allowance | 0 TU |
| | Road test prior to service procedure | No allowance | 0 TU |



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| | | | |
|-----------------------|-----------------------------------|--------------|------|
| | Road test after service procedure | No allowance | 0 TU |
| Claim Comment: | As per TSB #2050080/2 | | |

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.

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 (2050080) 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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