



# Technical Service Bulletin

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## 57 No tone when locking - intermittent

57 18 50 2053311/1 December 17, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2018 - 2019	All	Not Applicable

## Condition

### Customer states:

- Intermittently when locking the vehicle there is no acoustical feedback.
- The vehicle lights do flash.
- The vehicle is locked.

## Technical Background

The software needs to be updated.

## Production Solution

Improved software introduced.



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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 comfort system central control module, J393 (address word 0046) using the SVM action code as listed in the table below, if necessary:

Model	Hardware Part Number	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q5	4N0907064M	4N0907064AM	143	4N0907064BM	145	46A024
		4N0907064BM				
	4N0907064P	4N0907064AP		4N0907064BP		
		4N0907064BP				
	4N0907064H	4N0907064AH		4N0907064BH		
		4N0907064BH				

## 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>	5789		
<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



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	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 #2053311/1		

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 (2053311) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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