



Technical Service Bulletin

64 Window opens/reverses instead of closing

64 19 64 2050362/3 February 7, 2019. Supersedes Technical Service Bulletin Group 64 number 18-55 dated May 31, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2018	000001 - 156420	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Added Tip)
2	05/31/2018	Revised title (Updated customer statement) Revised header data (Updated VIN break) Revised <i>Condition</i> (Updated customer statement) Revised <i>Service</i> (Changed SVM code)
1	02/07/2018	Initial publication

Customer states:

- When attempting to close a window using the window switch, the window opens (reverses direction) instead of closing.

Technical Background

Incorrect parameters in the door control modules.

Production Solution

New parameters in the door control modules 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).



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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 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.



Tip: Prior to starting the SVM update, open all windows completely, then fully close all windows via the driver's door window switches. This will help to ensure that the door control modules are properly read into ODIS.

Model	Control Module Diagnostic Address	ZDC Number	New ZDC Version	SVM Code Input
Q5	0042	80B909872A 80B909872C	0027	42A014
	0052	80B909873A 80B909873C		
	00BB	80B909897A 80B909897C	0027	
	00BC	80B909896A 80B909896C		

3. Perform basic settings of the windows.



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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		
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
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2050362/3		

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 (2050362) 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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