



# Technical Service Bulletin

---

## 64 Door window automatic lowering or raising inoperative

64 19 66 2050080/4 February 26, 2019. Supersedes Technical Service Bulletin Group 64 number 18-58 dated August 2, 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
4	-	Revised header data (Updated vehicles) Revised Service (Added Tip and updated SVM table)
3	08/02/2018	Revised header data (Corrected Elsa display issue)
2	06/18/2018	Revised header data (Corrected Elsa display issue)

### 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.



# Technical Service Bulletin

## 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) or the front passenger door control module, J387 (address word 0052) 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 Address	Original Hardware Part Number	Old Software Part Number	New Software Part Number	New Software Version	SVM Code Input
A5, A5 Cab, and A5 Sportback	0042	4M0959793C	4M0959793D	4M0959793E	60	42A014
			4M0959793E			
			4M0959793G			
		4M0959793F	4M0959793F	4M0959793H	130	
			4M0959793H			
		8W0959393	8W0959393A	8W0959393E	60	
			8W0959393E			
			8W0959393G			
		8W0959393F	8W0959393H	8W0959393H	130	
		8W0959593	8W0959593A	8W0959593E	60	
	8W0959593E					
	8W0959593G					
	8W0959593F	8W0959593H	8W0959593H	130		
	0052	4M0959792C	4M0959792D	4M0959792E	60	
4M0959792E						



# Technical Service Bulletin

			4M0959792G					
		4M0959792F	4M0959792F	4M0959792H	130			
			4M0959792H					
		8W0959392	8W0959392A	8W0959392E	60			
			8W0959392E					
			8W0959392G					
		8W0959392F	8W0959392H	8W0959392H	130			
		8W0959592	8W0959592A	8W0959592E	60			
			8W0959592E					
			8W0959592G					
		8W0959592F	8W0959592H	8W0959592H	130			
A5 Sportback	00BB	4M0959795C	4M0959795D	4M0959795E	60			
			4M0959795E					
			4M0959795G					
				4M0959795F	4M0959795H	4M0959795H	130	
			8W0959395	8W0959395A	8W0959395E	60		
				8W0959395E				
				8W0959395G				
				8W0959395F	8W0959395H	8W0959395H	130	
			8W0959595	8W0959595A	8W0959595E	60		
				8W0959595E				
				8W0959595G				
				8W0959595F	8W0959595H	8W0959595H	130	
		00BC	4M0959795C	4M0959795D	4M0959795E	60		
	4M0959795E							



# Technical Service Bulletin

			4M0959795G			
		4M0959795F	4M0959795H	4M0959795H		130
		8W0959395	8W0959395A	8W0959395E		60
			8W0959395E			
			8W0959395G			
		8W0959395F	8W0959395H	8W0959395H		130
		8W0959595	8W0959595A	8W0959595E		60
			8W0959595E			
			8W0959595G			
		8W0959595F	8W0959595H	8W0959595H		130

3. Perform basic settings of the windows.

## 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 #2050080/4		



# Technical Service Bulletin

---

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.

©2019 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.