



Technical Service Bulletin

57 Power closing door latch is intermittently inoperative

57 19 53 2051540/4 February 26, 2019. Supersedes Technical Service Bulletin Group 57 number 18-51 dated December 17, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2018	All	With door power latching

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Added Tip and Step 3)
3	12/17/2018	Revised header data (Updated models) Revised <i>Service</i> (Updated SVM table)
2	07/16/2018	Revised header data (Updated models) Revised <i>Service</i> (Updated SVM table)

Customer states:

- The power closing door latch system intermittently does not work. The door closes and latches properly otherwise.

Workshop findings:

The following DTC may be stored in 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):

- DTC B122D29** (locking unit for central locking - implausible signal).

Technical Background

The applicable door control module does not correctly identify the current state of the door lock actuator motor and the power closing feature is inadvertently disabled.

Production Solution

Not applicable.



Technical Service Bulletin

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the applicable module, 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	Diagnostic Address	Old Software Part Number	Original Software	New Hardware Number	New Software Number	New Software Version	SVM Code Input
Q7	0042	4M0959593C	4M0959593C	4M0959593C	4M0959593E	60	42A014
			4M0959593D				
			4M0959593E				
			4M0959593G				
		4M0959593F	4M0959593H	4M0959593F	4M0959593H	130	
		4M0959793C	4M0959793C	4M0959793C	4M0959793E	60	
			4M0959793D				
			4M0959793E				
	4M0959793G						
	4M0959793F	4M0959793H	4M0959793F	4M0959793H	130		
	0052	4M0959592C	4M0959592C	4M0959592C	4M0959592E	60	
			4M0959592D				
			4M0959592E				
			4M0959592G				
4M0959592F		4M0959592H	4M0959592F	4M0959592H	130		



Technical Service Bulletin

		4M0959792C	4M0959792C	4M0959792C	4M0959792E	60		
			4M0959792D					
			4M0959792E					
			4M0959792G					
		4M0959792F	4M0959792H	4M0959792F	4M0959792H			
	00BB	4M0959595C	4M0959595C	4M0959595C	4M0959595C	4M0959595E	60	
				4M0959595D				
				4M0959595E				
				4M0959595G				
		4M0959595F	4M0959595H	4M0959595F	4M0959595H	130		
		4M0959795C	4M0959795C	4M0959795C	4M0959795C	4M0959795C	4M0959795E	60
					4M0959795D			
					4M0959795E			
	4M0959795G							
	4M0959795F	4M0959795H	4M0959795F	4M0959795H	130			
	00BC	4M0959595C	4M0959595C	4M0959595C	4M0959595C	4M0959595E	60	
4M0959595D								
4M0959595E								
4M0959595G								
4M0959595F		4M0959595H	4M0959595F	4M0959595H	130			
4M0959795C		4M0959795C	4M0959795C	4M0959795C	4M0959795C	4M0959795E	60	
				4M0959795D				
				4M0959795E				
	4M0959795G							
4M0959795F	4M0959795H	4M0959795F	4M0959795H	130				



Technical Service Bulletin

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
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2051540/4		

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 (2051540) 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.

©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.