



Technical Service Bulletin

57 Exit warning, parking brake or child lock message in instrument cluster, DTC B122D29, U122800 or B14FF29

57 19 61 2055933/2 November 25, 2019. Supersedes Technical Service Bulletin Group 57 number 19-58 dated August 30, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019 – 2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised <i>Condition</i> (Added DTCs and message) Revised <i>Service</i> (Added Step 2 and Step 5)
1	08/30/2019	Initial publication

Customer states:

- The message "Exit warning: Malfunction!", "Parking brake: Malfunction!" or "Child lock" appears in the instrument cluster.

Workshop findings:

- The affected door may temporarily not be electronically unlocked from the inside, but a mechanical opening is possible.

The following DTC may be stored in one or several door control modules, J386 – J389 (address words 0042, 0052, 00BB, and/or 00BC) or in the ABS control module, J104 (address word 0003):

Door Modules:

- DTC B122D29** (locking unit for central locking - implausible signal).
- DTC B14FF29** (Motor for child lock, implausible signal).

ABS control module:

- DTC U122800** (Driver door control unit implausible).

Technical Background

The software needs to be updated.



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Production Solution

New software in the door electronics control module, J386 – J389 (0042 – drivers, 0052 passenger, 00BB rear drivers side, and 00BC rear passenger side) addressed the condition.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Before performing the update, completely open and close the windows once using the window switch. This ensures that all of the door control modules are online for the update.
3. Update the door electronics control module (0042 – drivers, 0052 passenger, 00BB rear drivers side, and 00BC rear passenger side) using the SVM action code as listed in the table below, if necessary:
4. Perform basic settings of all four windows.

Model	Address	Hardware Original	Software Original	Software New	Software Version New	ZDC	SVM Code Input
Audi e-tron quattro	0042	4M0959793J	4M0959793J	4M0959793M	0387	4KE909872B	42A022
		4M0959593J	4M0959593J	4M0959593M			
	0052	4M0959592J	4M0959592J	4M0959592M		4KE909873B	
		4M0959792J	4M0959792J	4M0959792M			
	00BB	4M0959795J	4M0959795J	4M0959795M		4KE909897B	
		4M0959595J	4M0959595J	4M0959595M			
	00BC	4M0959795J	4M0959795J	4M0959795M		4KE909896B	
		4M0959595J	4M0959595J	4M0959595M			

5. If the message stored in the instrument cluster is “Child lock” then activate and deactivate the child lock once after completing the update.



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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 the 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 the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2055933/2		

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 (2055933) 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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