



Technical Service Bulletin

55 Unable to open the trunk with foot motion

57 20 66 2058555/1 February 12, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, Q8, and Audi e-tron quattro	2020	All	Not Applicable

Condition

Customer states:

- Customer may report that the opening of the trunk lid with foot motion activation is inoperative.

Technical Background

The software needs to be updated.

Production Solution

New software version in the comfort system central control module, J393 (address word 0046).

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:
3. After performing the update in the comfort system central control module, perform basic settings “Reset”.

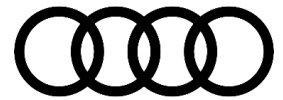


Tip: Some customer preferences may be changed by performing a reset of the comfort system central control module's basic settings. Make sure to record and set the preferences in the MMI located under: *Vehicle >> Service & Settings >> Central locking*.



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Model	Address Word	Hardware Part Number	Software Part Number (or higher)	Old Software Version	New Software Version (or higher)	SVM Code Input
Q7	0046	8W1907064AR	8W1907064R	529	542	46A030
				530		
		8W1907064AP	8W1907064P	529		
				530		
		8W1907064AM	8W1907064M	530		
				529		
8W1907064AH		8W1907064H	530			
			529			
Q8		8W1907064AP	8W1907064P	530		
				529		
		8W1907064AR	8W1907064R	530		
				529		
8W1907064AH	8W1907064H	529				
		530				
Audi e-tron quattro	8W1907064AP	8W1907064P	529			
			530			
	8W1907064AH	8W1907064H	530			
			529			



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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:	5789		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the 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 #2058555/1		

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(s) 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 (2058555) 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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