

Technical Service Bulletin

64 Switch illumination in the doors flicker

64 20 69 2058935/1 March 17, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2018 – 2019	All	Not Applicable

Condition

Customer states:

- The back lighting of the door switches flicker when the potentiometer is set to the maximum brightness level on the headlight switch.

Workshop findings:

- No DTC's are stored for this concern.

Technical Background

Optimized software is now available to maintain the backlighting of the switch.

Production Solution

New software in the door control modules, J386, J387, J388, and J389 (address word 0042, 0052, 00BB, and 00BC) addressed the condition.

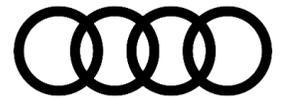
Service

Prerequisite work:

Completely open and close all windows using the main window switch. This ensures that all door control modules are awake for the update.

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the door control modules, J386, J387, J388, and J389 (address word 0042, 0052, 00BB, and 00BC) using the SVM action code as listed in the table below, if necessary:

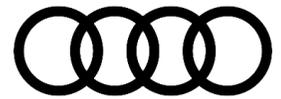


Technical Service Bulletin

Module	Old Software Part Number	Old SW Version	New ZDC part number	SVM Code Input
0042	ZDC: 80B909872A ZDC: 80B909872C	*	80B909872C	42A014
	8W1959593D 8W1959393D 4M1959793D	* * *	80B909872E	
	ZDC: 80B909873A ZDC: 80B909873C	*	80B909873C	
0052	8W1959592D 8W1959392D 4M1959792D	* * *	80B909873E	
	ZDC: 80B909897A ZDC: 80B909897C	*	80B909897C	
	8W1959595D 8W1959395D 4M1959795D	* * *	80B909897E	
00BC	ZDC: 80B909896A ZDC: 80B909896C	*	80B909896C	
	8W1959595D 8W1959395D 4M1959795D	* * *	80B909896E	

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



Technical Service Bulletin

Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 50 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	0TU
Claim Comment:	As per TSB #2058935/1		

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 (2058935) 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.

©2020 Audi of America, Inc. All rights reserved. The 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.