



Technical Service Bulletin

96 Alarm (interior monitoring): Unable to turn it off

96 20 52 2059384/1 April 29, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 - 2020	All	Anti-theft alarm

Condition

Customer states:

- They are unable to turn off interior monitoring when following procedure listed in owner's manual.



Note:

Interior monitoring can be deactivated by:

- Send two locking requests to the vehicle within 2 seconds.
- Locking request can come from the key remote control, exterior door handle sensor or door lock cylinder.

Technical Background

Error in the interior monitoring systems software parameter.

Production Solution

New Target Data Container (ZDC) update in the electronic central electrical (BCM) control module, J519 (address word 0009) addressed the condition.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the BCM, J519 (address word 0009) using the SVM action code as listed in the table below, if necessary:



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Model	Old Target Data Container Number	New Target Data Container Version (or higher)	SVM Code Input
Q3	83A909514B	0054	09A047
	83A909514C	0058	
	83A909514E	0060	

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:	9710		
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 #2059384/1		

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*.



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All part and service references provided in this TSB (2059384) 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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