



Technical Service Bulletin

55 Power tailgate is not opening high enough

55 21 56 2063385/1 May 18, 2021.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|------|-----------------|----------------------------|
| Q7 | 2021 | 016000 - 031715 | Not Applicable |

Condition

Customer states:

- The power tailgate is not opening high/far enough.
- A higher opening position/stop position cannot be stored for the luggage compartment lid.

Workshop findings:

- The customer concern can be confirmed/duplicated.

Technical Background

The incorrect identifier in the Target Data Container (ZDC).

The tailgate opening offset (reduction in the maximum opening height to ensure that the power tailgate operation does not interfere with the mechanical stop) is too large. Especially in cold weather, this can result in customers being able to manually open the tailgate by an additional 4 to 6 inches.

Production Solution

New Target Data Container (ZDC) update in the rear lid control module, J605 (address word 006D) addressed the condition. Implemented in series production in the first quarter of 2021.

Service

SVM Update Instructions:

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update rear lid control module, J605 (address word 006D) using the SVM action code as listed in the table below, if necessary:



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| Model | Old Target Data Container Number | Old Target Data Container Version | New Target Data Container Number (or higher) | New Target Data Container Version (or higher) | SVM Code Input |
|-------|----------------------------------|-----------------------------------|---|--|----------------|
| Q7 | 4M0909541K | * | 4M0909541L | 0034 | 6DA004 |

3. Perform basic setting of the power tailgate.
4. Confirm that a higher end-stop of the power tailgate can be stored.



Tip: Even after the SVM Update was performed, the tailgate can be manually opened by an additional 2.5 inches before it reaches the mechanical stop. For safety reasons, this is the minimum permissible tailgate opening offset.

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: | 5568 | | |
| Damage Code: | 0039 | | |
| 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 | 0 TU |
| Claim Comment: | As per TSB #2063385/1 | | |

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.



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Required Parts and Tools

| Tool Number | Tool Description |
|-------------------|--|
| VAS 6160/VAS 6150 | VAS tester with the current version of ODIS (Windows 10) |

Additional Information

More information on this system can be found in the following resources:

- Owner's Manual: Opening and closing >> Luggage compartment lid (page 42).

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 (2063385) 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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