



# Technical Service Bulletin

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**57 Message in instrument cluster: "Child lock: malfunction!" DTC B14FF29 is stored in the rear door control modules**

57 21 77 2063376/1 May 19, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 - 2021	All	Not Applicable

## Condition

### Customer states:

- The message "Child lock: malfunction!" appears in the instrument cluster.

### Workshop findings:

The following DTC may be stored in one or both rear door control modules, J388 and J389 (address word 00BB or 00BC):

- **DTC B14FF29** (Motor for child safety lock Range/Performance).

## Technical Background

The software needs to be updated.

## Production Solution

New software in the door control modules, J388 and J389 (address 00BB or 00BC) addressed the condition.

## Service

1. Utilizing ODIS, check the part number of the rear door control modules, J388 and J389 (address 00BB or 00BC).

If part number 8W1 959 595 D is found, then the applicable door control modules must be replaced with updated part number 5Q0 959 595 K before continuing with this bulletin.

### SVM Update Instructions

2. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
3. Update the rear door control modules, J388 and J389 (address 00BB or 00BC) using the SVM action codes as listed in the tables below, if necessary.



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**Tip:** Prior to performing these SVM Updates, fully open and close all of the electric windows via the window regulator switches immediately **BEFORE** using the SVM code. This ensures that all of the door control modules are “awake” for the update.

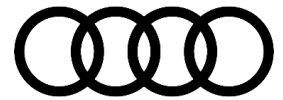
Step	Model	Diagnostic Address	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
1	Q3	0042	5Q0959593F	≥270	5Q0959593K	330	42A025
			5Q0959593K	≥315			
		0052	5Q0959592F	≥270	5Q0959592K		
			5Q0959592K	≥315			
		00BB	5Q0959595K	≥315	5Q0959595K		
		00BC	5Q0959595K	≥315	5Q0959595K		

Step	Model	Diagnostic Address	Old Software Part Number	Old Software Version	Old Hardware Part Number	New ZDC	SVM Code Input
2	Q3	0042	5Q0959393K	330	5Q0959393F	83A909872C	42B025
		0052	5Q0959392K		5Q0959392F	83A909873C	
		00BB	5Q0959595K		8W1959595D	83A909897C	
		00BC	5Q0959595K		8W1959595D	83A909896C	

4. Perform basic settings of all four window regulators.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> </ul>
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	<ul style="list-style-type: none"> <li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	6438		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Check and adjust door control units	6438 0699	10 TU
	<b>Replacing Door Control Modules (if applicable):</b>		
	Remove and install rear door control module	6438 1950	See SRT with associated operations
	Remove and install 2 rear door control modules	6438 2099	See SRT with associated operations
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2063376/1		

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.

## Required Parts and Tools

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
5Q0959595K	Control module for door	02 (if required)



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## 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 (2063376) are subject to change and/or removal.

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