



# Technical Service Bulletin

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

57 21 79 2063376/2 June 23, 2021. Supersedes Technical Service Bulletin Group 57 number 21-77 dated May 19, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2018 - 2021	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Added a new Step 2 before update, updated SVM code) Revised <i>Warranty</i> (Added Labor Operation for replacing all door modules) Revised <i>Required Parts and Tools</i> (Added front door module part numbers)
1	05/19/2021	Initial publication

### 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 electronics control modules, J386 – J389 (0042 drivers, 0052 passenger, 00BB rear driver's side, and 00BC rear passenger side) addressed the condition.



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## Service

1. Utilizing ODIS, check the part number of the front door control modules, J386 and J387 (address 0042 or 0052).

If part number 5Q0 959 593 **F**/5Q0 959 592 **F** are installed, then the applicable door control module(s) must be replaced with updated part number 5Q0 959 593**K**/5Q0 959 592**K**.

2. Additionally, 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 installed, then the applicable door control modules must be replaced with updated part number 5Q0 959 595 K.



**Tip:** Prior to continuing with this bulletin, it is important to replace the door modules as needed, **BEFORE** performing the software update. However, **only** replace the modules if they are exactly as specified above.

### SVM Update Instructions

3. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
4. Update the door electronics control modules (0042 drivers, 0052 passenger, 00BB rear driver's side, and 00BC rear passenger side) using the SVM action code as listed in the table below, if necessary.



**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.

Model	Diagnostic Address	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
Q3	0042	5Q0959593F	≥270	5Q0959593K	330	42A026
		5Q0959593K	≥315			
	0052	5Q0959592F	≥270	5Q0959592K		
		5Q0959592K	≥315			



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	00BB	5Q0959595K	≥315	5Q0959595K		
	00BC	5Q0959595K	≥315	5Q0959595K		

5. 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> <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 front or rear door control module	6438 1950	See SRT with associated operations
	Remove and install 2 front or rear door control modules	6438 2099	70 TU
	Remove and install 4 rear door control modules	6438 2099	130 TU
<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 #2063376/2		

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

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
5Q0959593K	Control module for front driver's door	01 (if required)
5Q0959592K	Control module for front passenger door	01 (if required)
5Q0959595K	Control module for rear doors	02 (if required)

## 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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