



Technical Service Bulletin

64 Rear window reverses direction at upper stop. DTC: B148754 stored in door module

64 23 94 2070094/2 September 19, 2023. Supersedes Technical Service Bulletin Group 64 number 23-89 dated April 20, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, and S4	2021 – 2023	All	Not Applicable
	2024	Ingolstadt 000001 – 007974 Neckarsulm 000001 – 001410	

Condition

REVISION HISTORY	
Date	Purpose
-	Revised header (Added VIN breaks for MY24)
04/21/23	Initial publication

Customer states:

One or both rear windows cannot be closed using the one-touch feature. The window reverses direction immediately when the upper stop is reached.

Workshop findings:

The following DTC may be stored intermittently in the left and/or right rear door module -J388- or -J389- (diagnostic address 00BB or 00BC):

- **DTC B14874B:** Motor for window regulator excess temperature.

Technical Background

Software issue within the door module.

Production Solution

Not applicable.

Service



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Note: This TSB does not relate to situations where **B148754 Motor for window regulator no basic setting (Static)** is stored upon initial scan of the vehicle. For these concerns repair as needed.

In cases where DTC **B14874B** is stored in the left and/or right rear door modules, carry out a 30 power reset of the door module using the steps below.

- Reset the two rear door modules by removing fuses 7 and 11 in fuse carrier C (black).
- Wait 2 minutes, then reinsert the fuses.
- If the basic settings were lost within the door module(s) reset the basic settings using the shop tester or by pulling the window regulator switches upwards for approximately 2 seconds after closing the windows manually.
- Clear all faults and re-evaluate.

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 of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	6438		
Damage Code:	0040		
Labor Operations:	Reset door module	6438 4199	20 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 100 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 2070094/2		

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.

Required Parts and Tools

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

All part and service references provided in this TSB (**2070094**) 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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