

# Technical Service Bulletin

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## 68 Electric luggage compartment roll cover inoperative

68 24 44 2072897/1 February 6, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 allroad	2017	000001 – 169491	Not Applicable

## Condition

### Customer states:

- The electric luggage compartment roll cover is inoperative.

## Technical Background

- When the luggage compartment roll cover is mounted in its guide rails, the electric drive can get blocked. This can occur if the cover locking pins (Figure 1, position “B”) are slowly moved upwards inside the guide rail and then positioned shortly before the electric drive catches (Figure 1, position “C”). In this position, the locking pins do not engage in the catches of the electric drive. The electric drive reverses and the catches remain at the top of the rail.
- If the locking pins of the luggage compartment roll cover are correctly engaged in the catches of the electric drive, the detection of an external force may cause the cover to reverse. External force recognition is continuously adjusted to the force used by the drive unit for the luggage compartment roll cover and according to the outside temperature. If the temperature difference between the interior and exterior of the vehicle is too large, an unjustified external force can be recognized and lead to the reversing.

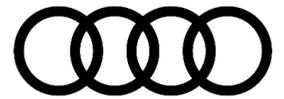
## Production Solution

- No change.
- New software in the rear lid electronics control module, -J605- (address word 006D) addressed the condition.

## Service

- Check if the luggage compartment roll cover locking pins (Figure 1, position “B”) are engaged in the catches (Figure 1, position “C”) of the electric drive. If necessary, insert the locking pins into the catches.





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3. Update the rear lid electronics control module, J605 (address word 006D) using the SVM action code as listed in the table below, if necessary:

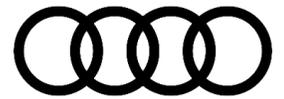
Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A4 allroad	8W9959107	0143	8W9959107C	0163	6DA002
	8W9959107A				
	4M0959107A	0155	4M0959107B		
	4M0959107B	0161			
	4M0959107	0143			

## 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 of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	5568		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0060	Time stated on the diagnostic protocol (Max 80 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 2072897/1		

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



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

## 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 (**2072897**) 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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