



Technical Service Bulletin

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

57 24 64 2063376/4 September 26, 2024. Supersedes Technical Service Bulletin Group 57 number 23-12 dated August 8, 2023 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Warranty</i> (Updated warranty table)
3	08/08/2023	Revised <i>Service</i> (Clarification added for part number identification)
2	6/23/2021	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)

Customer states:

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

Workshop findings:

The following DTC is 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 1

The software needs to be updated.



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Production Solution

New software in the door electronics control modules, -J386- through -J389- (0042 drivers, 0052 passenger, 00BB rear driver’s side, and 00BC rear passenger side) addressed the condition.

Service

- Utilizing ODIS, check the software part number of the front door control modules, -J386- and -J387- (address 0042 or 0052). Yellow highlight in Figure A

If software 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**.

If the **K** suffix module is already installed as shown in figure 1, proceed to step 3.

Address: 00BB System name: 00BB - Driver Side Rear Door Electronics Log versions

[-] Identification:	
Data source:	Vehicle
Hardware part number:	8W1959595D
Part number:	5Q0959595K
Hardware version number:	004
Software version number:	0320
Production date:	05.07.2019
Coding:	[+]
Coding:	000E9B004000108000000000
Ability to flash:	Unknown
System name:	TSG HFS
ASAM base version:	BV_DoorElectRearDriveSideUDS
ASAM 2D/ODX data set:	EV_DCU2RearDriveMAXHKLO
ASAM 2D/ODX data set version:	001018
ASAM/ODX control module version being used:	EV_DCU2RearDriveMAXHKLO_01
Target data container:	83A909897B
Version of the target data container:	0019
Equipment code:	00 00 00 00 00 00 00 00 00 00
System abbreviation:	J388

Figure 1: Yellow highlight designates the software part number.



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2. Check the software part number of the rear door control modules, -J388- and -J389- (address 00BB or 00BC). Yellow highlight in Figure B.

If software 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**.

If the **K** suffix module is already installed as shown in figure 2, proceed to step 3.

Address: 00BB System name: 00BB - Driver Side Rear Door Electronics Log versions

Identification:	
Data source:	Vehicle
Hardware part number:	8W1959595D
Part number:	5Q0959595K
Hardware version number:	004
Software version number:	0320
Production date:	05.07.2019
Coding:	<input type="checkbox"/>
Coding:	000E9B004000108000000000
Ability to flash:	Unknown
System name:	TSG HFS
ASAM base version:	BV_DoorElectRearDriveSideUDS
ASAM 2D/ODX data set:	EV_DCU2RearDriveMAXHKLO
ASAM 2D/ODX data set version:	001018
ASAM/ODX control module version being used:	EV_DCU2RearDriveMAXHKLO_01
Target data container:	83A909897B
Version of the target data container:	0019
Equipment code:	00 00 00 00 00 00 00 00 00 00
System abbreviation:	J388

Figure 2: Yellow highlight designates the software part number.



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

- Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
- Update the door electronics control modules (0042 drivers, 0052 passenger, 00BB rear driver's side, and 00BC rear passenger side) using the SVM code **42A026**.



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.

- Perform basic settings of all four window regulators.



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

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	6438		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol
	Check and adjust door control units	6438 0699	10 TU
	Charge battery	2706 8950	See SRT with associated operations
	Replacing Door Control Modules (if applicable):		



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	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 door control modules	6438 2099	130 TU
Claim Comment:	As per TSB 2063376/4		

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
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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