



Technical Service Bulletin

64 Exterior mirror tilt function inoperative

64 18 60 2049661/4 August 21, 2018. Supersedes Technical Service Bulletin Group 64 number 18-53 dated March 5, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, and Q7	2017 - 2018	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Added Q7 to software table and updated SVM)
3	03/05/2018	Revised header data (Added MY 2017 and 2018 Q7)
2	01/22/2018	Revised <i>Service</i> (Updated SVM code) Revised <i>Warranty</i> (Added Labor Operation)

Customer states:

- With the exterior mirror control switch turned to the right mirror and reverse selected the right exterior mirror moves to the assigned tilt position.
- When drive is selected and a road speed of 9 mph (15 km/h) is exceeded or if the mirror control switch is turned from the right mirror to another position the right mirror does not return from the assigned tilt position to the assigned driving position.

Technical Background

The cause of this may be due to the assigned set position of the tilt view being set to the downward limit (mechanical end stop) of the mirror control motor in the right mirror. In this case, the values of the potentiometer of the control motor may not be accurately allocated in the door control module. As a result, the mirror tilt function is locked and does not return to the assigned driving position automatically when drive is selected and a road speed of 9 mph (15 km/h) is exceeded or if the mirror control switch is turned from the right mirror to another position. In some cases the electrical control of the right mirror is not possible.



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This condition can be confirmed by manually moving the right mirror glass upward. This moves the mirror control motor back into a plausibility range for the potentiometer. After a key off period of approximately five minutes and key on again normal mirror operation is restored.

This condition has a specific failure profile and should not be confused with customer concerns that involve the tilt view function not dropping at all. This is likely caused by a tilt view position not having been set. Please explain to the customer the fundamental steps to setting the tilt view:

- Ignition on
- Mirror control switch set to the right side view mirror
- Foot on brake
- Select Reverse
- Right mirror adjusted to the desired tilt view position
- Select Park

Tilt view position is now stored and, as long as the mirror control switch is set to the right mirror, it will go to this position when reverse is selected and return to the driving position if a road speed of 9 mph (15 km/h) is exceeded or if the mirror control switch is turned from the right mirror to another position.

Production Solution

New software in the driver's door control module, J386 (address word 0042) and front passenger door control module, J387 (address word 0052) addressed the condition.



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Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the driver's door control module, J386 (address word 0042) and front passenger door control module, J387 (address word 0052) using the SVM action code as listed in the table below, if necessary:

Model	Control Module Diagnostic Address	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Code Input
A4 Sedan, A4 allroad, A5 Coupe, A5 Sportback, A5 Cabriolet, and Q7	0042	4M0 959 793* 8W0 959 593*	0129 0058	4M0 959 793* 8W0 959 593*	0130 0060	42A014
A4 Sedan, A4 allroad, A5 Coupe, A5 Sportback, A5 Cabriolet, and Q7	0052	4M0 959 792* 8W0 959 592*	0129 0058	4M0 959 792* 8W0 959 592*	0130 0060	42A014

3. After the flash update is complete the front window basic settings end stops will be lost. Make certain to reset the front window basic settings to restore the one touch function.



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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 vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6438		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	Time stated on diagnostic protocol (Max 70 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2049661/4		

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.

Additional Information

The following Technical Service Bulletin 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 (2049661) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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