

# Technical Service Bulletin

---

## 57 Rear window defogger is non-operational

57 20 65 2058452/1 February 12, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, Q7, Q8, and Audi e-tron quattro	2019 - 2020	All	Not Applicable

## Condition

### Customer states:

- The rear window defog button will light up for a second when pressed, then immediately turn off.

### Workshop findings:

- No DTCs are stored.

## Technical Background

The control module is locked in a loop and needs to be reset.

## Production Solution

Software is in preparation.

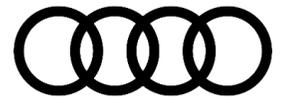
## Service

1. Try to reproduce the customer's concern. If the concern cannot be duplicated, then this TSB does not apply.



**Tip:** For the rear window defog feature to operate, ambient temperature must be less than 95°F (35°C) and the engine is running.

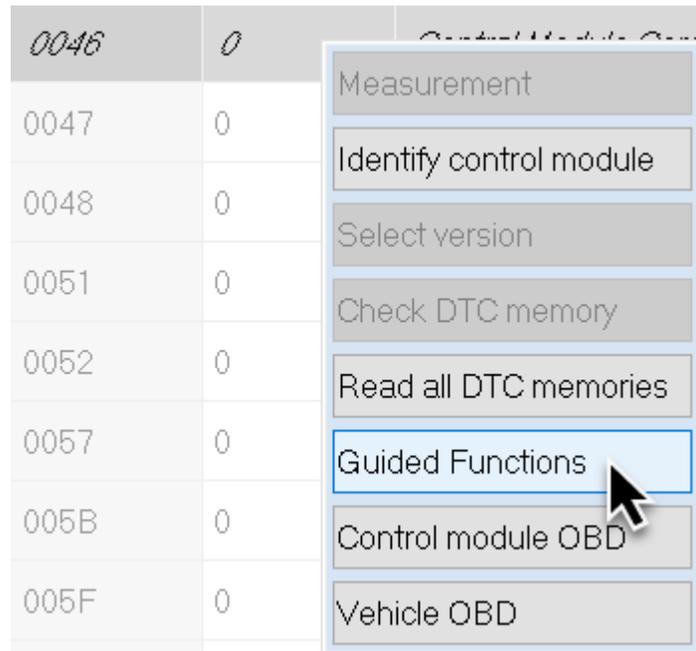
2. With ODIS perform the rear window defog output test, located in the comfort system central control module, J393 (address word 0046). Make sure the output test runs for at least 30 seconds.



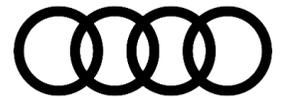
# Technical Service Bulletin

---

3. Right click on the 0046 Control Module and select "Guided Functions".



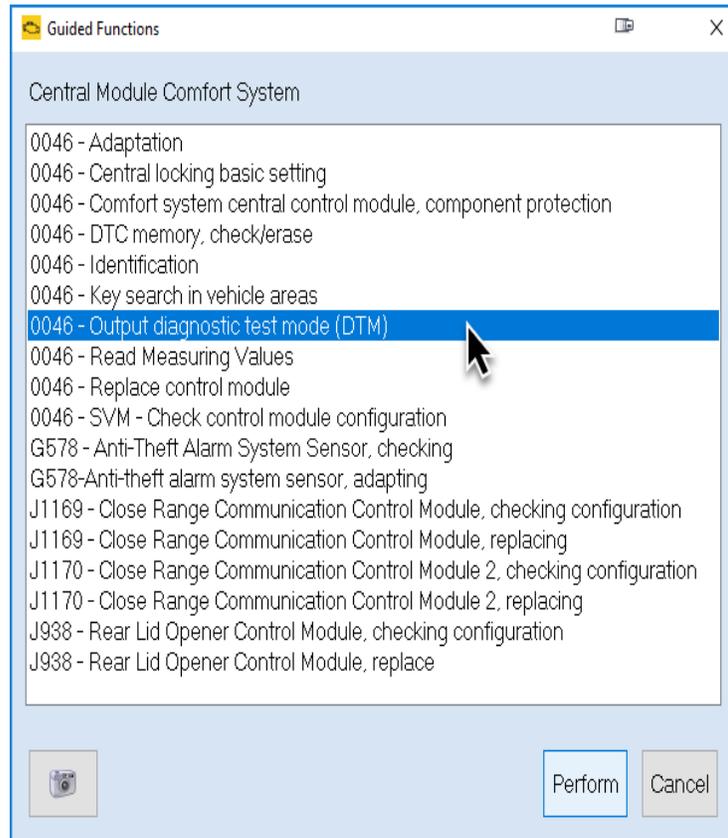
**Figure 1.** Selecting Guided Functions.



# Technical Service Bulletin

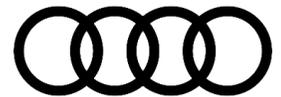
---

4. In Guided Functions for the 0046 Control Module select the “Output diagnostic test mode (DTM)” and click “Perform”.

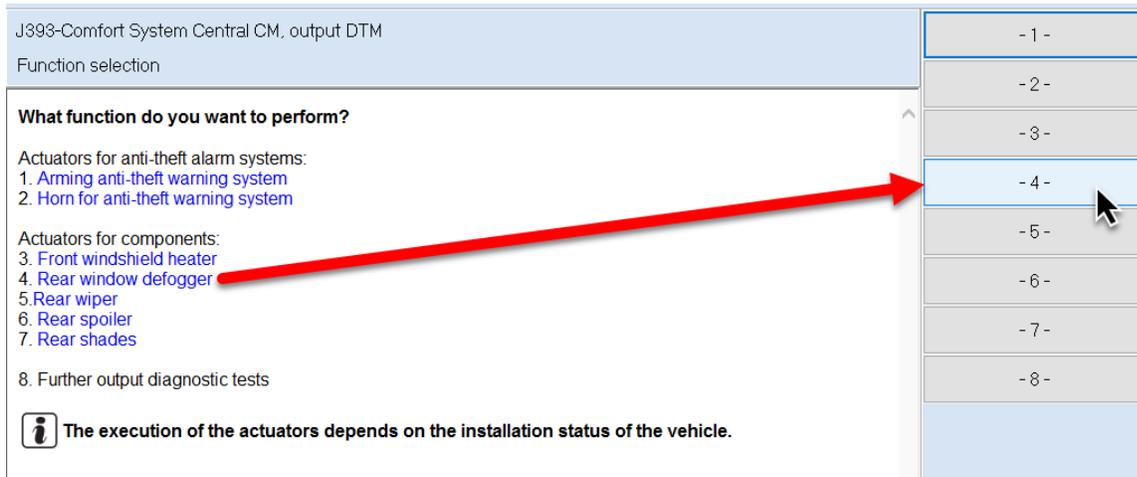


**Figure 2.** Select the Output diagnostic test mode (DTM).

5. In the output DTM test plan, located the rear window defogger and click the applicable button. Allow the test to run for 30 seconds before ending.



# Technical Service Bulletin

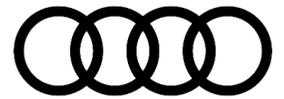


**Figure 3.** Select the appropriate button and allow test to run for 30 seconds before ending.

6. After completion of the output test, recheck the function of the rear window defog button.
7. If the defog button fails to operate properly, continue diagnostics outside of this TSB.
8. Performing the output test will create DTCs in the comfort system central control module, J393 (address word 0046). Make sure to clear DTCs from the comfort system central control module before performing further diagnostics.

## 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>	5789		
<b>Damage Code:</b>	0039		
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 60 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU



# Technical Service Bulletin

---

<b>Claim Comment:</b>	As per TSB #2058452/1
-----------------------	-----------------------

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.

## Additional Information

All part and service references provided in this TSB (2058452) 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.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.