



Technical Service Bulletin

64 Window open/reverses instead of closing

64 20 68 2058551/1 February 20, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2017 - 2018	All	Not Applicable

Condition

Customer states:

- When attempting to close a window using the window switch, the window opens (reverses direction) instead of closing.

Technical Background

The door control modules need to have their software updated.

Production Solution

Updated software in the door control modules.

Service

SVM Update Instructions

1. Prepare to update the door control modules with SVM. However, right before performing the SVM code completely open and close all of the windows once. This ensures that all of the door control modules are awake for the update.
2. Follow all instructions in *TSB 2011732: 00 Software Version Management (SVM), operating instructions*.
3. Update the driver door control module, J386 (address word 0042), front passenger door control module, J387 (address word 0052) left rear door control module, J388 (address word 00BB), and the right rear door control module, J386 (address word 00BC) using the SVM action code as listed in the table below, if necessary:



Note:

After updating the software of the door control modules, perform basic settings for each of the windows.



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Address Word	Software Part Number	Software Version	New Target Data Container Number (or higher)	New Target Data Container Version (or higher)	SVM Code Input
0042	4G8959793J	4G8959793G	4G0909872K	54	42A023
	4G8959793G				
	4G8959793H	4G8959793F			
	4G8959793F				
0052	4G8959792J	4G8959792G	4G0909873K		
	4G8959792G				
	4G8959792H	4G8959792F			
	4G8959792F				
0062	4G8959795J	4G8959795G	4G0909875K		
	4G8959795G		4G0909875K		
	4G8959795H	4G8959795F	4G0909875K		
	4G8959795F		4G0909875K		
0072	4G8959795J	4G8959795G	4G0909874K		
	4G8959795G		4G0909874K		
	4G8959795H	4G8959795F	4G0909874K		
	4G8959795F		4G0909874K		

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 any warranty, this Technical Service Bulletin is informational only.
Service Number:	6438



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Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
Diagnostic Time:	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
Claim Comment:	As per TSB #2058551/1		

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

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 (2058551) 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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