



Technical Service Bulletin

64 Rear quarter glass intermittently retracts after closing convertible top

64 20 71 2048934/5 April 7, 2020. Supersedes Technical Service Bulletin Group 64 number 19-63 dated February 7, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5 Cabriolet	2018 - 2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Added Model Years) Revised <i>Service</i> (Updated SW Version in the table)
4	02/07/2019	Revised <i>Service</i> (Added Tip)
3	10/19/2018	Revised header (Added filters and updated VIN break) Revised <i>Service</i> (Updated SVM table versions) Revised <i>Warranty</i> (Added Labor Operation)

Customer states:

- After operating the convertible top, the rear quarter glass rolls down automatically.
- This condition occurs intermittently and can occur on one, or both rear quarter glass.

Technical Background

Not applicable.

Production Solution

New software in the front passenger door control module, J387 (address word 0052) and driver door control module, J386 (address word 0042) 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 door control module, J386 (address word 0042) or the front passenger door control module, J387 (address word 0052) using the SVM action code as listed in the table below, if necessary:



Tip: Prior to starting the SVM update, open all windows completely, then fully close all windows via the driver's door window switches. This will help to ensure that the door control modules are properly read into ODIS.

Model	Control Module Diagnostic Address	Old Software Part Number	New Software Part Number	New Software Version (or higher)	New ZDC	SVM Code Input
A5 Cab	0042	4M0959793F 4M0959793H	4M0959793H	0131	8W5909873G	42A014
A5 Cab	0052	4M0959792F 4M0959792H	4M0959792H	0131	8W5909872G	42A014

3. Perform basic settings of all four windows.

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		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)



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Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2048934/5		

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 parts and service references provided in this TSB (2048934) 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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