



Technical Service Bulletin

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

57 21 76 2055916/3 April 29, 2021. Supersedes Technical Service Bulletin Group 57 number 20-67 dated February 20, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, Q7, and SQ7	2018 – 2019	All	Not Applicable
RS 5, RS 5 Cabriolet, and RS 5 Sportback	2019	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Removed model years) Revised <i>Warranty</i> (Added Labor Operation)
2	02/20/2020	Revised title Revised <i>Service</i> (Added note)
1	08/29/2019	Initial publication

Customer states:

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

Workshop findings:

The following DTC may be stored in one or both rear door control modules, J388 and J389 (address 00BB or 00BC):

- DTC B14FF29** (motor for child lock - implausible signal) static only.



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Technical Background

The software needs to be updated.

Production Solution

New software in the rear door control modules, J388 and J389 (address 00BB or 00BC) addressed the condition.

Service

1. Update of the rear door electronics control module can only be performed if no DTC is present in the respective control module. To remove a static DTC from the door control module prior to SVM update:
 - A. Gain access to the vehicle battery.
 - B. Remove the diagnostic tester from the OBD port on the vehicle.
 - C. Turn off the ignition and remove the key from the vehicle.
 - D. Wait 5 minutes for the vehicle to go to sleep (bus silence).
 - E. Disconnect the 12V battery, performing a 30 power reset.
 - F. Wait 10 minutes.
 - G. Utilizing Guided Functions or OBD Functions, clear the fault memory of the door control module with the static DTC.



Note:

Do not read out the fault memory, or the process will need to be repeated.

SVM Update Instructions

2. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*



Note:

Immediately **before** performing the SVM code completely open and close all window lifters one time. This ensures that all door control modules are awake for the update.

3. Update the door electronics control module, J386, J387, J388, and J389 (0042 – drivers, 0052 passenger, 00BB rear driver's side, and 00BC rear passenger side) using the SVM action code as listed in the table below, if necessary:



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Model	Address	Software Original	Hardware Original	ZDC	ZDC Version	SVM Code
Q7	00BB	4M0959595H	4M0959595F	4M0909897J	*	42A014
		4M0959795H	4M0959795F			
	00BC	4M0959595H	4M0959595F	4M0909896J		
		4M0959795H	4M0959795F			

Model	Address	Software Original	Hardware Original	ZDC	ZDC Version	SVM Code
A5	00BB	4M0959795H	4M0959795F	8W2909897D	*	42A014
		8W0959595H	8W0959595F			
	00BC	4M0959795H	4M0959795F	8W2909896D		
		8W0959595H	8W0959595F			

Model	Address	Software Original	Hardware Original	ZDC	ZDC Version	SVM Code
A4 Sedan A4 Avant	00BB	4M0959795H	4M0959795F	8W0909897G	*	42A014
		8W0959595H	8W0959595F			
	00BC	4M0959795H	4M0959795F	8W0909896G		
		8W0959595H	8W0959595F			

4. Perform basic settings for all four windows.



Note:

In the event that the fault will not clear after performing SVM, cycle the child locks from the driver's door controls.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner.
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	• 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)
	Check and adjust door control modules	6438 0699	10 TU
	Connect and disconnect battery	2706 2799	20 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 #2055916/3		

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 (2055916) 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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