



Technical Service Bulletin

57 Rear window defogger is not operational

57 21 86 2058452/3 November 10, 2021. Supersedes Technical Service Bulletin Group 57 number 21-74 dated February 26, 2021 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, SQ7, Q8, and Audi e-tron quattro	2019 - 2021	All	Not Applicable
SQ8, RS Q8, and Audi e-tron sportback quattro	2020 - 2021	All	Not Applicable
RS 5, RS 5 Cabriolet, and RS 5 sportback	2019, 2021	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Production Solution</i> (Software released) Revised <i>Service</i> (Added SVM table and updated repair) Revised <i>Warranty</i> (Updated Labor Operations) Revised <i>Required Parts and Tools</i> (Added table) Revised <i>Additional Information</i> (Added references)
2	02/26/2021	Revised header (Added Model Year and updated Models)
1	02/12/2020	Initial publication



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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

Updated software for the comfort system central control module, J393 (address word 0046)

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 check the part number of the comfort system central control module, J393 (address word 0046).
If the part number starts with 8W0, the comfort system central control module, J393 (address word 0046) must be replaced with the superseded 8W1 part number. Check the parts catalog for the latest part number.
3. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
4. Update the comfort system central control module, J393 (address word 0046) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	Old Hardware Part Number	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code
B9 sportback, B9 Coupe, B9 Avant,	8W1907064AA	0529 0530 0542	8W1907064A	8W1907064CA	585	46A031



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B9 Limousine	8W1907064BA	565				
	8W1907064CA	584				
B9 sportback, B9 Cabriolet, B9 Coupe, B9 Avant, B9 Limousine, Q7	8W1907064AB	0529 0530 0542	8W1907064B	8W1907064CB		
	8W1907064BB	565				
	8W1907064CB	584				
	8W1907064AC	0529 0530 0542	8W1907064C	8W1907064CC		
	8W1907064BC	565				
	8W1907064CC	584				
	8W1907064AD	0529 0530	8W1907064D	8W1907064CD		
	8W1907064BD	565				
	8W1907064CD	584				
	B9 sporback, B9 Cabrio, B9 Coupe, B9 Avant, B9 Limousine, Q8, Q7, Audi e-tron quattro, Audi e-tron sportback quattro	8W1907064AH	0529 0530 0542	8W1907064H	8W1907064CH	
8W1907064BH		565				
8W1907064CH		584				
8W1907064AL		529	8W1907064L	8W1907064CL		
8W1907064AM						
8W1907064BM		565	8W1907064M	8W1907064CM		
8W1907064CM		584				
8W1907064AN		529	8W1907064N	8W1907064CN		
8W1907064AP	0530	8W1907064P	8W1907064CP			



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		0542				
	8W1907064BP	565				
	8W1907064CP	584				
	8W1907064AQ	0529 0530				
	8W1907064BQ	565	8W1907064Q	8W1907064CQ		
	8W1907064CQ	584				
	8W1907064AR	0529 0530 0542				
	8W1907064BR	565	8W1907064R	8W1907064CR		
	8W1907064CR	584				

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:	5789		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Part Number 8W0*		
	Comfort system central control module replace	5789 55XX	See SRT with associated operations
Diagnostic Time:	GFF	No allowance	0 TU



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	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 #2058452/3		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
8W1907064*	Comfort system central control module	01 as needed

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 (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.

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