

# Technical Service Bulletin



## 64 Rear quarter glass intermittently retracts after closing convertible top

64 23 87 2048934/7 March 6, 2023. Supersedes Technical Service Bulletin Group 64 number 20-76 dated October 19, 2020, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5 Cabriolet, and S5 Cabriolet	2017 – 2020	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised <i>Service</i> (updated replacement part numbers)
6	10/19/2020	Revised header (Added Model Year) Revised <i>Service</i> (Updated procedure) Revised <i>Warranty</i> (Updated Labor Operations)
5	04/07/2020	Revised header (Added Model Years) Revised <i>Service</i> (Updated SW Version)

### 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.

## Service



1. Check the part numbers for the rear window motors, if the installed part number is found in the table below, it must be replaced with the part number specified.



**Tip:** The rear window lifter motor is a slave to the door control module. Use the diagnostic scan tool to find the part numbers of the rear window lifter motors. Run the control module identification for each of the door control modules then view the slave part number of the rear window lifter.

Rear Window Lifter Motor Position	Installed Part Number	Replacement Part Number
Left Rear	5Q0959812C	5Q0959408B
	5Q0959812F	
Right Rear	5Q0959811C	5Q0959407B
	5Q0959811F	

2. Read out the parametrization version for the rear window lifter from the drivers and passenger door control modules.

Control Module Diagnostic Address	Measured Value Block
0042	Identification of parametrization for rear window lifter on driver side
0052	Identification of parametrization for rear window lifter on front passenger side

3. If the parametrization version is less than 1A22, perform the ODIS control module replacement test plan on the applicable door control module.



**Note:**  
You do not have to physically replace the door control module, only run the replacement test plan to recalculate the door control modules parameterization value.

## SVM Update Instructions

4. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
5. 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:

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**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

6. Perform basic settings of all four windows.

## 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>	6438		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
	<b>When Replacing Left Rear Window Motor:</b>		
	Window motor remove + reinstall	6454 1952	See SRT with associated operations
<b>When Replacing Right Rear Window Motor:</b>			



	Window motor remove + reinstall	6454 1953	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2048934/7		

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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