64 Individual doors sporadically cannot be unlocked with the remote key

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised Title to include Repair Group

Individual doors sporadically do not unlock with remote key.

Technical Background

Software fault in the door control unit.

Production Solution

In preparation.

Service

1. Check the software part number and software level of the front door control modules and compare to the table below. If the current software of the front door modules is lower than the new software data provided below, proceed with the SVM flash.

Model	New Software Part Number	New Software Version	SVM Action Code
4F (A6)	4F0 910 793 E	0270	4F52A001

2. Prior to beginning the SVM process, insert a USB memory stick into the VAS 5051B tester to capture the diagnostic log electronically. In case TAC support is required, attach the diagnostic log to the ticket. The TAC consultant will need this log to assist you.

3. Before performing the SVM flash, write down the coding of each front and rear door

control module.

4. Go to Function/component selection >> Software version management (SVM) >> Problem-related hardware and software update >> Direct input: SVM code for problem-related update >> confirm test plan >> confirm SVM action code 4F52A001 with Q.
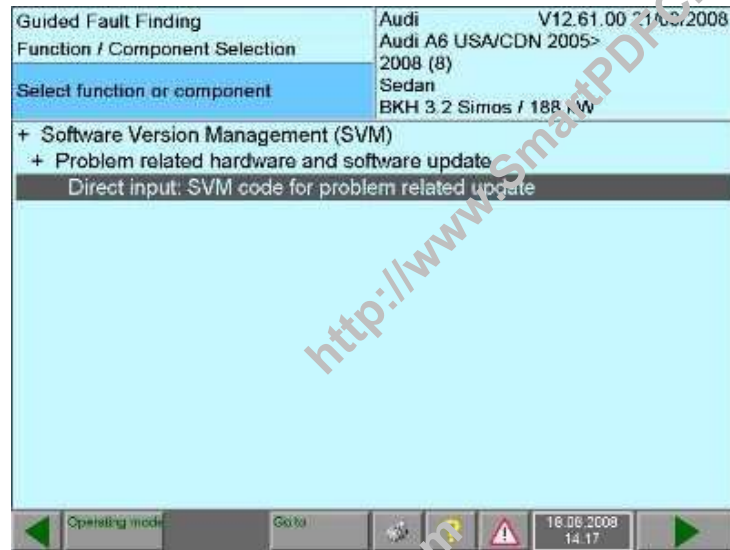

Figure 1. A Guided Fault Finding selection.

The control unit data will be read. After entering the GEKO password, the information will be transmitted to SVM.
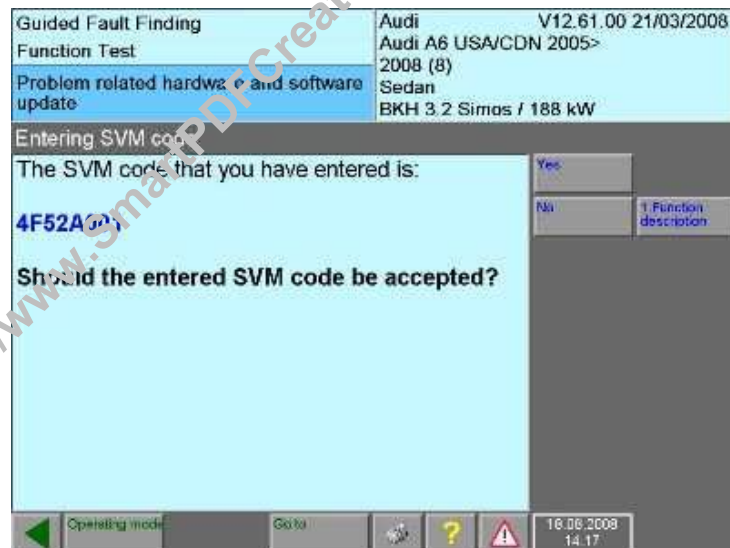

Figure 2. The SVM code, entered in Guided Fault Finding.

5. See tester display for further procedure. Select All update programming can be performed without interruptions when given the option.

6. After the update, send the data via the tester to the SVM.

7. Code each door control module with the code that was present prior to the flash.

Warranty

When procedure applies to vehicles under warranty, use the following:

SAGA

Claim Type:	110		
Service Number:	6450		
Damage Code:	0039		
Labor Operations:	6450 2599	SVM Flash Front Door Control Modules	70 TU
Diagnostic Time:	Diagnostic time reimbursement follows guidelines printed in Section 2.2 of the Audi Warranty Policies and Procedures Manual		
Claim Comment:	As per TSB #2017774/2		
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

VAS tester 5051, 5052 or 5051B. GeKo ID.

Additional Information

For more information about SVM, refer to TSB 2011732; Software Version Management (SVM) Operating Manual.