

# Technical Service Bulletin



## 57 Outer door seals loose

57 13 95 2019733/12 September 26, 2013. Supersedes Technical Service Bulletin Group 57 number 13-88 dated May 9, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2012	All	Not Applicable
A4	2013	FL DA000001 – FL DA029326	Not Applicable
A4	2013	FL DN000001 – FL DN003233	Not Applicable
Q5	2009 - 2010	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
12	-	Revised <i>Warranty</i> (Updated Labor Operations)
11	5/9/2013	Revised <i>Warranty</i> (Updated SRTs)
10	10/12/2012	Revised header data (Revised VIN breaks)
9	10/3/2012	Revised <i>Warranty</i> (Updated SRTs)
8	10/21/2011	Revised <i>Service</i> (Updated materials)
7	9/7/2011	Revised header data (Added Audi Q5, revised VIN breaks)

The outer door seals have become partially detached (Figure 1).



**Figure 1.** The outer door seal, partially detached.

## Technical Background

Loss of adhesion between the door structure and door seal due to a flaw in the attachment process in production.

## Production Solution

Optimized production process.

## Service

In cases where the outer door seal has become partially detached, it may not be necessary to replace the outer door seal. Seals can be reattached provided they are not damaged, have not been previously repaired or previously reattached, and the detachment length does not exceed 10 cm.

1. Inspect all four doors.
  - If the door seal is undamaged, has not previously been repaired or reattached, and the area that is detached is less than 10cm in length, repair the door seal using steps 2 - 10 below.
  - If the door seal is damaged, has been previously repaired or reattached, or a length greater than 10cm is detached, replace the door seal according to the repair instructions in ElsaWeb:
    - For front doors, refer to *ElsaWeb >> Body >> Body Exterior >> 57 Front Doors, Central Locking System >> Removal and Installation >> Doors >> Door Seals.*
    - For rear doors, refer to *ElsaWeb >> Body >> Body Exterior >> 58 Rear Doors >> Removal and Installation >> Rear Door >> Door Seals.*



### Note:

In addition to the repair manual instructions for replacing the door seals, observe the following: Thoroughly clean the area of seal attachment with plastic cleaner **D 00940104**. Allow the area of seal attachment to dry completely (at least 5 minutes). Apply bonding agent **D 355205A2** using a **D 00950025** applicator to the seal attachment area. Allow to dry an additional 5 minutes.

### If repairing the door seals, proceed as follows:

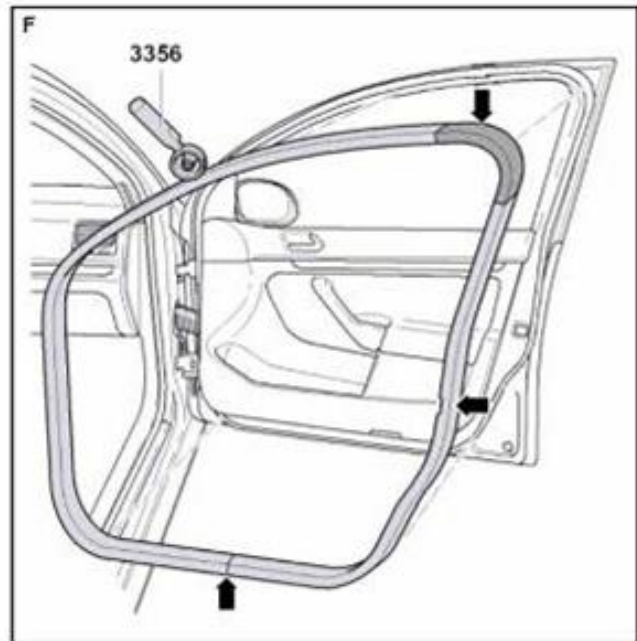
2. Ensure that the temperature of the door and outer door seal are not cooler than 70° F (21 °C), which is vital to ensure optimum adhesion of the outer door seal.
3. Using plastic cleaner **D 00940104**, thoroughly clean the bonding surfaces of the doors to be repaired. Allow the bonding surfaces to dry completely (at least 5 minutes). The bonding surfaces must be dry and free of dust, grease, silicone, or any other similar contaminant that might compromise the adhesion.
4. Apply bonding agent **D 355205A2** using a **D 00950025** applicator in the area to be bonded. Allow the treated surface to dry an additional 5 minutes.
5. Thinly coat the outer door seal with rubber profile adhesive **D 477KD1A2** in the area that has become detached.

6. Press the door seal lightly to the door surface and then detach it again (Figure 2). This ensures that the glue is distributed as evenly as possible on the surfaces to be bonded.



**Figure 2.** The door seal pressed to the door (A), and detached again (B).

7. Allow the seal to dry for 5 minutes while it is still detached.
8. After allowing the seal to dry for five minutes, attach it firmly to the door surface. Roll over the area several times with special tool **3356** (or equivalent).



**Figure 3.** Use of special tool 3356.

9. Apply force to the seal with the **3356** tool only at the base of the seal (Figure 4).



**Figure 4.** Apply force to the base of the seal (red arrow).

10. Use adhesive remover **D 002000A2** to remove any residual adhesive that may be visible.



**Tip:** For two hours following the repair, the repaired door should *not* be closed and the freshly glued surfaces should not be pulled on to test that they have bonded.

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## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	5765		
<b>Damage Code:</b>	0018		
	<b>Front Door - A4:</b>		
	Front door trim panel remove and reinstall	7059 1900	40 TU
	Additional seal remove and reinstall	5765 1950	40 TU
	Clean residual adhesive	5765 9999	20 TU
	<b>Front Door – Audi Q5:</b>		
	Front door trim panel remove and reinstall	7059 1900	40 TU
	Outer front door seal remove and reinstall	5765 1950	40 TU
	Clean residual adhesive	5765 9999	20 TU
	<b>Rear Door – Both A4 and Audi Q5:</b>		
	Rear door trim panel remove and reinstall	7073 1900	30 TU
	Rear door outer seal remove and reinstall	5864 1950	40 TU
	Clean residual adhesive	5864 9999	20 TU
	<b>Diagnostic Time:</b>	GFF	No allowance
Road test prior to service procedure		No allowance	0 TU
Road test after service procedure		No allowance	0 TU
Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)			
<b>Claim Comment:</b>	As per TSB #2019733/12		

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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

Part Number	Part Description	Quantity Required per Door
D 00940104	Plastic cleaner	0.25
D 355205A2	Bonding agent	0.25
D 477KD1A2	Rubber profile adhesive	0.25
D 002000A2	Adhesive remover	0.1

Part Number	Part Description	Quantity Required per Vehicle
D 00950025	Applicator	1.0

Tool Number	Tool Description	Note
3356	Roller	Equivalent, suitable tool may be used.

## Additional Information

All parts and service references provided in this TSB (2019733) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.