

Technical Service Bulletin



57 Door handle touch sensor sporadically inoperative

57 15 14 2042249/1 October 19, 2015.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------------|----------------------------|
| A3 | 2014 - 2015 | All | Audi advanced key |
| A3 | 2016 | 000001 - 019566 | Audi advanced key |
| TT | 2015 | All | Audi advanced key |
| TT | 2016 | 000001 - 007331 | Audi advanced key |
| Q3 | 2014 | 039290 - 999999 | Audi advanced key |
| Q3 | 2015 | All | Audi advanced key |
| Q3 | 2016 | 000001 - 026888 | Audi advanced key |
| Q5 | 2014 | 067611 - 999999 | Audi advanced key |
| Q5 | 2015 | All | Audi advanced key |
| Q5 | 2016 | 000001 - 049771 | Audi advanced key |

Condition

- In cold conditions (under 40°F), the vehicle sporadically cannot be locked or opened with the entry and start authorization.
- No DTCs related to the entry and start authorization control unit are logged.
- The issue occurs with all keys.
- The vehicle can be locked and opened with the remote.

Technical Background

The conductivity of the door handle is affected by external influences.

Production Solution

An optimized primer was used in the painting process that improves capacitance performance.

Service

Replace the door handle, including the cap on the affected door.


 **Tip:** Advanced key function can be affected by dirt. Before replacing door handle, clean the handle to see if function is restored (Figure 1).



Figure 1. Clean handle in circled areas.

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Warranty

| | | | |
|-----------------------------------|--|--------------|--|
| Claim Type: | Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 5711 and/or 5811 | | |
| Damage Code: | 0016 | | |
| Labor Operations: | For front door handle: | | |
| | Clean door handles | 5711 2999 | 10 TU |
| | Remove and install lock cylinder | 5709 1900 | 20 TU |
| | Remove and install door handle | 5711 1950 | 10 TU |
| | or | | |
| | Remove and install 2 door handles | 5711 2050 | 20 TU |
| | For rear handle, if necessary: | | |
| | Clean door handles | 5811 2999 | 10 TU |
| | Remove and install door handle | 5811 1900 | 20 TU |
| | or | | |
| Remove and install 2 door handles | 5811 2000 | 30 TU | |
| Diagnostic Time: | GFF | 0150 0000 | Time stated on diagnostic protocol (Max 80 TU) |
| | 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) | | |
| Claim Comment: | As per TSB #2042249/1 | | |



Additional Information

All parts and service references provided in this TSB (2042249) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.