



# Technical Service Bulletin

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## 57 Power closing door latch is intermittently inoperative, door adjustment is required

57 20 64 2058159/2 February 6, 2020. Supersedes Technical Service Bulletin Group 57 number 20-63 dated January 8, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 - 2019	All	With Power Closing

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised <i>Condition</i> (Added DTC information)
1	01/08/2020	Initial publication

### Customer states:

- The power closing door latch system intermittently does not work and the electronic parking brake warning is displayed in the instrument cluster.
- The door closes and latches properly otherwise.

### Workshop findings:

- The door striker stops in the pre latch position and the door is not closed via the power closing door system.
- No relevant DTC's are stored in the door control modules.

## Technical Background

The door latch requires counter-pressure from the door/door seal, in order to generate a reliable signal for the door control module that the customer wants to close the door. If the door striker is adjusted in such a way that does not provide enough counter-pressure for the latch, the door control module does not recognize the door latch signal long enough or at all. Hence the door will not be closed.

## Production Solution

Not applicable.



# Technical Service Bulletin

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## Service

Before performing any repairs as outlined in this TSB, please check any applicable TSBs (e.g. TSB 2051540: 57 Power closing door latch is intermittently inoperative for MY18) to ensure that the door control modules have the latest software levels installed. Perform any software update related TSBs prior to proceeding with this TSB.

If the customer concern persists with the latest door control module software installed, perform the following steps:

1. Check the door striker to latch alignment and perform any adjustments necessary to center the striker to the latch.
2. At the same time, adjust the door striker inward as far as possible (at least 0.5 mm) (Figure 1). The front door can be flush or slightly underflush to the rear door without causing a wind noise concern (Figure 2).



**Figure 1.** Adjust door striker inward by at least 0.5 mm.



# Technical Service Bulletin

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**Figure 2.** The front door can be flush or slightly underflush to the rear door.


3. Recheck the functionality of the power closing door latch system. If after the striker adjustment the door closes properly, do not proceed with any additional repairs.



# Technical Service Bulletin

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4. If the customer concern still persists, install a new outer door seal with an inward offset of 1.0 mm when compared to the original door seal location (Figure 3).

 **Tip:** Mark the position of the original outer door seal prior to replacing it.



**Figure 3.** Install the new outer door seal with an inward offset by 1.0 mm.



# Technical Service Bulletin

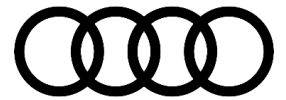
## Warranty

<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>	5741, 5841		
<b>Damage Code:</b>	0016		
<b>Labor Operations:</b>	Front striker plate adjust	5725 1500	See SRT
	Rear striker plate adjust	5825 1500	See SRT
	Front door outer seal remove + reinstall	5765 1955	See SRT
	Rear door outer seal remove + reinstall	5864 1950	See SRT
<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 #2058159/2		

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.

## Additional Information

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
4M0837911C	Front outer door seal	0-2
4M0839911C	Rear outer door seal	0-2



# Technical Service Bulletin

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## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2051540, *57 Power closing door latch is intermittently inoperative.*

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