



Technical Service Bulletin

57 Exterior door handles do not return to the zero position

57 20 70 2060196/1 July 16, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019	All	Not Applicable

Condition

Customer states:

- Central locking and/or door open warnings displayed in the instrument cluster.
- The doors are not closing properly.
- The door handles are binding and protruding.

Workshop findings:

- Exterior door handles are binding and are not returning to the zero position.

Technical Background

Due to material tolerances, the door handle guide is binding within the door handle mounting bracket.

Production Solution

Improved parts put into production series starting in March of 2020.



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Service

1. Check the function of all door handles. Door handles should return to the zero position without binding and/or jamming (Figure 1).



Figure 1. Door handle binding and not returning to zero position.

2. Remove any affected door handles following the repair manuals in ElsaPro.
3. Using precision diagonal cutting pliers, remove door handle rib #1 and #2 on the pivot side of the mounting bracket, towards the front of the vehicle (Figure 2).



Figure 2. #1 and #2 door handle ribs prior to removal.



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4. After removing both ribs, ensure that the resulting surface is smooth and without any protrusions (Figure 3).



Figure 3. Door handle shown with #1 and #2 ribs removed, leaving an even surface.

5. Using a vernier caliper, measure the dimension from the bottom edge of the door handle to the top of rib #3 (Figure 4).



Figure 4. Measuring dimension of door handle at rib #3.



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6. If the dimension is larger than 20.9 mm (~ 0.82 inches), scrape the top of rib #3 with a precision/utility knife in direction of the arrow (Figure 5).

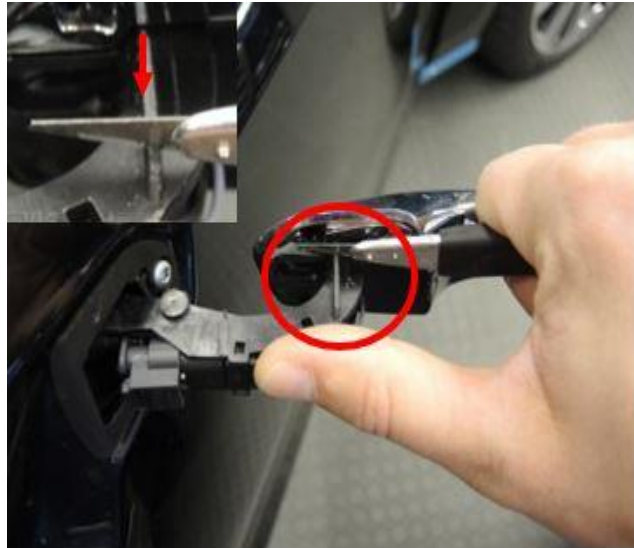


Figure 5. Rib #3 shown with direction of scraping motion.

7. Repeat steps #5 and #6 until the dimension of the door handle at rib #3 is less than 20.9mm.
8. Replace the door handle guide piece on the lock cylinder side, towards the back of the vehicle (Figure 6) with a new guide piece (check parts table for part number).



Figure 6. Door handle guide piece to be replaced.

9. Reinstall all door handles following the repair manuals in ElsaPro.
10. Recheck the function of all door handles.



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Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	<ul style="list-style-type: none">• 5711• 5811		
Damage Code:	0017 (left 001 and/or right 002)		
Labor Operations:	Remove and reinstall front door handle	5711 1950	See SRT with associated operations
	Remove and reinstall rear door handle	5811 1900	See SRT with associated operations
	Remove and reinstall 2 front door handles	5711 2000	See SRT with associated operations
	Remove and reinstall 2 rear door handles	5811 2000	See SRT with associated operations
	Modify 1 front door handle	5711 4999	10 TU
	Modify 2 front door handles	5711 5099	20 TU
	Modify 1 rear door handle	5811 4999	10 TU
	Modify 2 rear door handles	5811 5099	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2060196/1		

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.



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Required Parts and Tools

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
4N0837259	Guide Piece	01-04 (As needed)

Additional Information

All parts and service references provided in this TSB (2060196) are subject to change and/or removal.

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