



# Technical Service Bulletin

## 57 Exterior door handles do not return to the zero position

57 20 71 2060196/2 July 24, 2020. Supersedes Technical Service Bulletin Group 57 number 20-70 dated July 16, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019	All	Not Applicable
A6, Q8	2019 - 2020	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added MY19-20 A6 and Q8) Revised <i>Production Solution</i> (Added solution for A6 and Q8)
1	07/16/2020	Initial publication

### 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 for Audi e-tron Quattro. For A6/Q8 improved parts were also implemented in production.



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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 Elsa.



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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.

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



**Figure 3.** The door handle is shown with #1 and #2 ribs removed, leaving an even surface.



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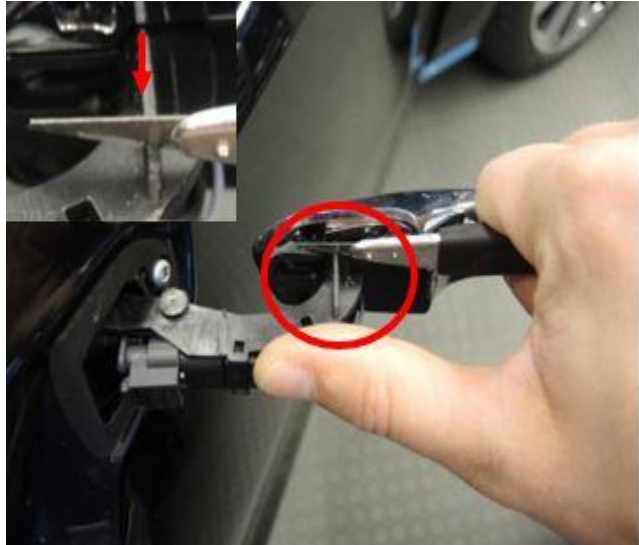
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5. Using a vernier caliper, measure the dimension from the bottom edge of the door handle to the top of rib #3 (Figure 4).



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

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 the 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.



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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.** The door handle guide piece to be replaced.

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

## 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>	<ul style="list-style-type: none"><li>• 5711</li><li>• 5811</li></ul>		
<b>Damage Code:</b>	0017 (left 001 and/or right 002)		
<b>Labor Operations:</b>	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



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	Remove and reinstall 2 front door handles	5711 2000 Or 5711 2050 ( <b>A6 Only</b> )	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
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2060196/2		

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.

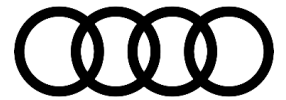
## Required Parts and Tools

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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