



# Technical Service Bulletin

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## 57 Bonded outer door seal is detached from the door

57 21 88 2064183/3 December 22, 2021. Supersedes Technical Service Bulletin Group 57 number 21-85 dated October 21, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019 – 2022	All	Not Applicable
Audi e-tron sportback quattro	2020 – 2022	All	Not Applicable
A3, S3	2022	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added Models) Revised <i>Warranty</i> (Added Labor Operations)
2	10/21/2021	Revised <i>Warranty</i> (Updated Labor Operation)
1	07/28/2021	Initial publication

### Customer states:

- The outer door seal has come loose.

### Workshop findings:

- The bonding of the outer door seal has detached from the door.



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## Technical Background

Various factors such as pressure, temperature, and contamination in the bonding area can influence the adhesive bond between the outer door seal and the door.

The adhesive bond for the outer door seal can come loose in the entire area where the outer door seal makes contact with the door (Figures 1 - 4).

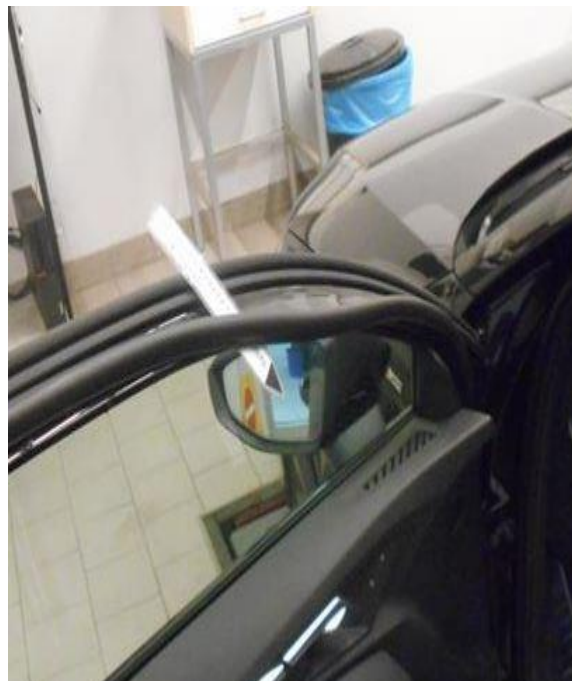


*Figure 1. The outer door seal detached from the door.*



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*Figure 2. The outer door seal detached from the door.*



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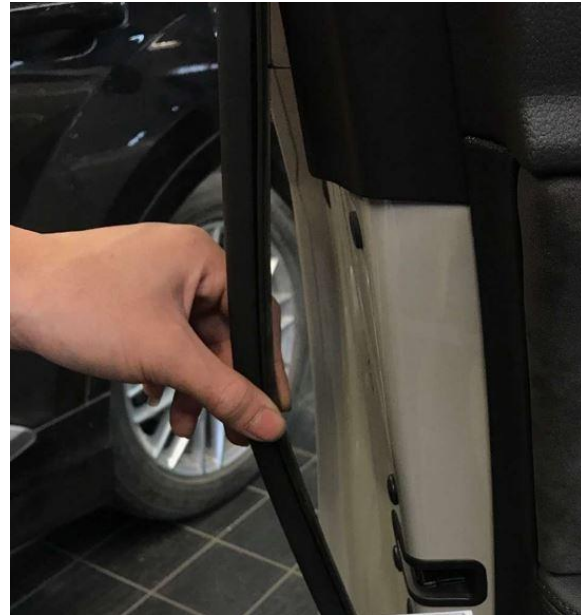


**Figure 3.** *The outer door seal detached from the door.*



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*Figure 4. The outer door seal detached from the door.*

## Production Solution

Improved processes in series production.

## Service

1. Replace affected door seals as described in the Elsa Repair Manual.

**Note the following requirements when performing this repair:**

- The vehicle and the seal must be at room temperature.
- The bonding surfaces must be free of dirt and grease.
- Do not stretch the seal during installation.
- To prevent the outer door seal from becoming detached or misaligned, the door must not be closed for at least 30 minutes.
- If the door seal has been removed, use the routing of the outer door seal on the opposite side as a guide when positioning the outer door seal.
- Remove any remaining adhesive tape from the door using adhesive strip remover VAS 6349.
- Clean the bonding surface on a painted surface with cleaning solution D 009 401 04 and let it dry.



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## 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>• 5765</li> <li>• 5864</li> </ul>		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Outer front door seal remove + reinstall	5765 1950 ( <b>Audi e-tron models</b> ) <b>Or</b> 5765 5500 ( <b>A3</b> )	See SRT with associated operations
	Rear door outer seal remove + reinstall	5864 1900 ( <b>Audi e-tron models</b> ) <b>Or</b> 5864 5500 ( <b>A3</b> )	See SRT with associated operations
<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 #2064183/3		

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
D00940104	All-purpose cleaner	Shop Supply



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Tool Number	Tool Description
VAS 6349 (or equivalent)	Adhesive strip remover

## Additional Information

All parts and service references provided in this TSB (2064183) are subject to change and/or removal.

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