



# Technical Service Bulletin

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

57 22 96 2064183/4 September 22, 2022. Supersedes Technical Service Bulletin Group 57 number 21-88 dated December 22, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q8	2019 – 2023	All	Not Applicable
e-tron quattro	2019 2020 – 2022		
e-tron Sportback quattro	2020 – 2022		
SQ8, and RS Q8	2020 – 2023		
A3, S3, RS 3, and e-tron S	2022		

## Condition

Revision	Date	Purpose
4	-	Revised header (Added Models) Revised <i>Service</i> (Added Repair Manual Path) Revised <i>Warranty</i> (Added Labor Operations)
3	12/22/2021	Revised header (Added Models)



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		Revised <i>Warranty</i> (Added Labor Operations)
2	10/21/2021	Revised <i>Warranty</i> (Updated Labor Operation)

## Customer states:

- The outer door seal has come loose.

## Workshop findings:

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

## 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).

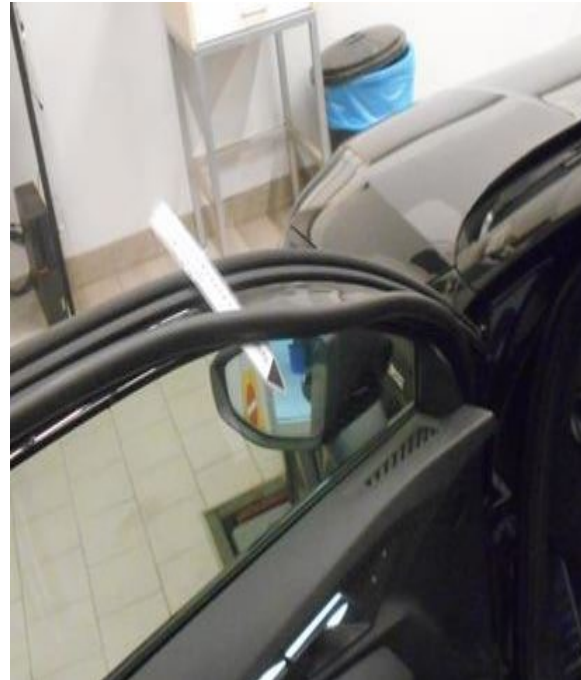


*Figure 1. The outer door seal detached from the door.*



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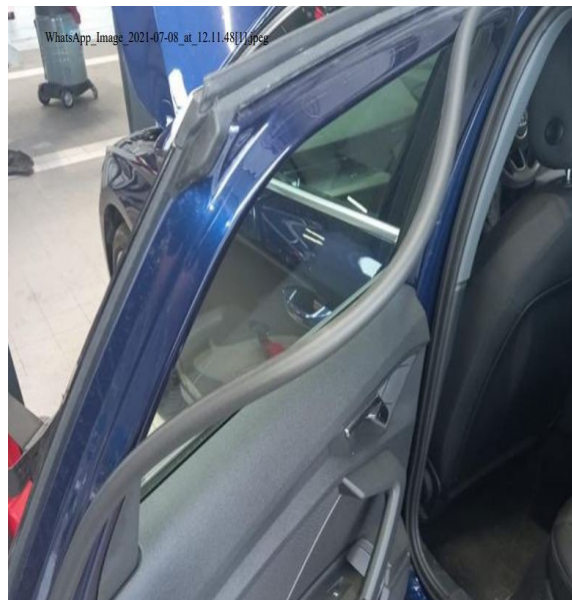


*Figure 2. The outer door seal detached from the door.*

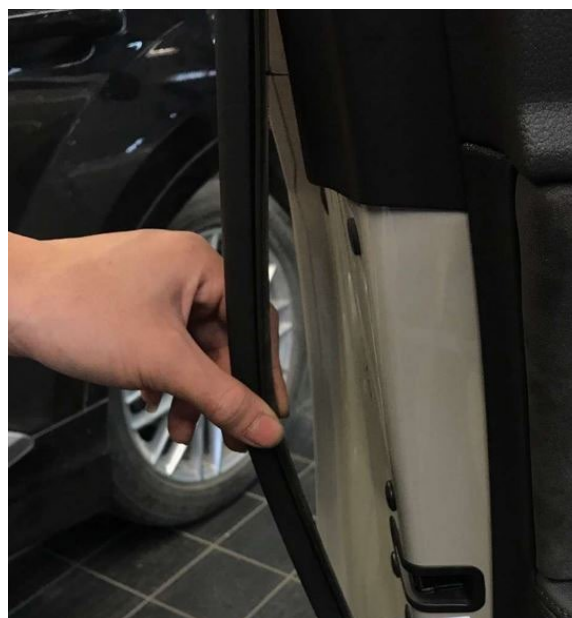


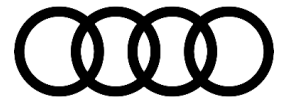
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*Figure 3. The outer door seal detached from the door.*





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

## Production Solution

Improved processes in series production.

## Service

1. Replace the affected door seals according to:

*Elsa>>Repair manual>>Body>>Body Exterior>>57 Front Doors, Central Locking System>>Door>>Outer Door Seal, Removing and Installing*

Or

*Elsa>>Repair manual>>Body>>Body Exterior>>58 Rear Doors>>Door>>Outer Door Seal, Removing and Installing*

**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.

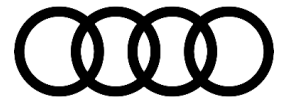


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## Warranty

Claim Type:	<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>		
Service Number:	<ul style="list-style-type: none"> <li>• 5765</li> <li>• 5864</li> </ul>		
Damage Code:	0010		
Labor Operations:	Outer front door seal remove + reinstall	5765 1950 (Audi e-tron models) Or 5765 5500 (A3) Or 5765 1900 (Q8)	See SRT with associated operations
	Rear door outer seal remove + reinstall	5864 1900 (Audi e-tron models, Q8) Or 5864 5500 (A3)	See SRT with associated operations
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU



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	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2064183/4		

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

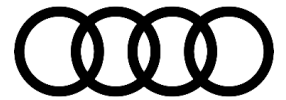
Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
D00940104	All-purpose cleaner	Shop Supply

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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