

# Technical Service Bulletin



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

57 23 01 2060196/4 February 21, 2023. Supersedes Technical Service Bulletin Group 57 number 21-80 dated July 26, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8 e-quattro	2020 – 2021	All	Not Applicable
A6 allroad, A6, S6, A7, S7, A8, S8, e-tron Sportback quattro, Q8, SQ8, and RS Q8	2020 – 2023		
A7 e quattro	2021 – 2022		
RS 6 Avant, RS 7, and e-tron quattro	2021 – 2023		
e-tron S quattro	2022 – 2023		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Added MY23)
3	07/29/2021	Revised header (Added MY19-22 A7 and A8, MY21-22 A6, Q8, Audi e-tron quattro, and Audi e-tron Sportback) Revised <i>Condition</i> (Added customer concern) Revised <i>Production Solution</i> (Modified solution) Revised <i>Service</i> (Added sanding procedure) Revised <i>Warranty</i> (Modified labor operations)
2	07/25/2020	Revised header (Added MY19-20 A6 and Q8) Revised <i>Production Solution</i> (Added solution for A6 and Q8)

### Customer states:

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

## 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.



- Using precision diagonal cutting pliers, remove door handle rib #1 and #2 on the pivot side of the mounting bracket, toward the front of the vehicle (Figure 2).



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

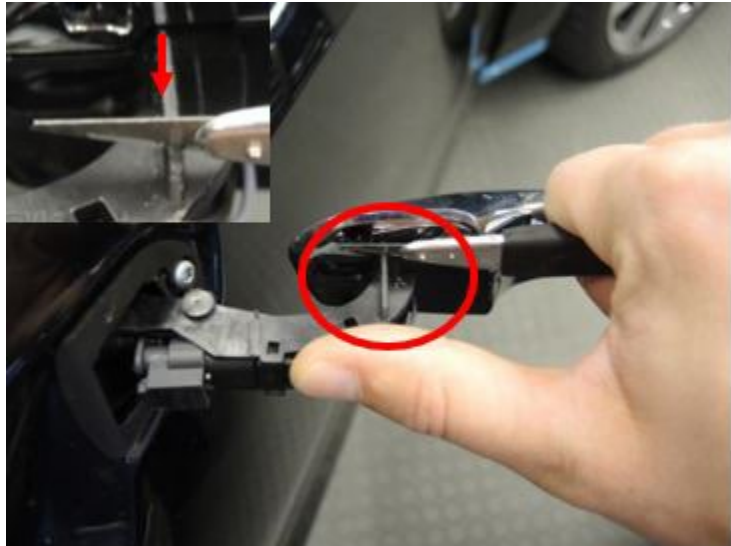
- After removing both ribs, ensure that the resulting surface is smooth and without any protrusions (Figure 3).



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



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



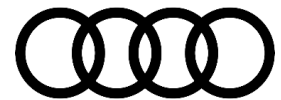
**Figure 4.** Measuring dimension of a door handle at rib #3.

- Scrape the top of rib #3 with a precision/utility knife in direction of the arrow until the dimension is 20.9 mm (~ 0.82 inches) (Figure 5).



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

- Sand down the top surface of rib #3 with sanding paper until the door handle at rib #3 measures approximately 20.6 mm (~ 0.81 inches) (Figures 4 and 6).



**Figure 6.** Top of rib #3 to be sanded down.

8. Replace the door handle guide piece on the lock cylinder side, towards the back of the vehicle (Figure 7) with a new guide piece (check parts table for part number).



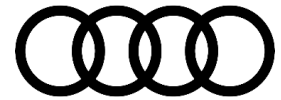
**Figure 7.** The door handle guide piece to be replaced.

9. Reinstall all door handles following the Repair Manuals in Elsa.
10. Verify that all of the door handles are functioning normally.

## 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)

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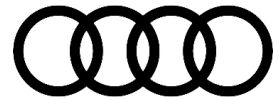
<b>Labor Operations:</b>	Remove and reinstall front door handle	5711 19XX	See SRT with associated operations
	Remove and reinstall rear door handle	5811 19XX	See SRT with associated operations
	Remove and reinstall 2 front door handles	5711 20XX	See SRT with associated operations
	Remove and reinstall 2 rear door handles	5811 20XX	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 2060196/4		

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
4N0837259	Guide Piece	01-04 (As needed)

## Additional Information



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