



Technical Service Bulletin

57 Various example images of complaints regarding the front or rear door lock, DTC(s) B122D29, B14FF29 or B122B13

57 24 63 2063236/7 September 26, 2024. Supersedes Technical Service Bulletin Group 57 number 24-58 dated August 30, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, e-tron GT, RS e-tron GT, Q8, and SQ8	2023 – 2025	All	Not Applicable
e-tron, e-tron Sportback, and RS Q8	2023		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024 – 2025		

Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised title (Modify title) Revised <i>Warranty</i> (Add and modify labor operations)
6	08/30/2024	Revised title (Modify title) Revised header (Modify models and model years) Revised <i>Condition</i> (Modify customer statement and workshop findings) Revised <i>Technical Background</i> (Modify technical background) Revised <i>Production Solution</i> (Modify production solution) Revised <i>Service</i> (Modify service) Revised <i>Warranty</i> (Modify warranty table) Revised <i>Additional Information</i> (Modify additional information)
5	02/15/2024	Revised header (Add model years) Revised <i>Production Solution</i> (Modify production solution) Revised <i>Service</i> (Modify tip, remove question)



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		Revised <i>Warranty</i> (Add labor operations, modify labor operations)
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Customer states:

- Front or rear door (left and/or right sides) cannot be opened from the outside or the inside.
- Messages (e.g., exit warning system, central locking) regarding front or rear door.
- The vehicle is locked but it is still possible to open a door without using a key.

Workshop findings:

- Door locks do not work.
- Various images showing complaints indicate a problem with the door lock:

One or several of the following event memory entries are logged:

- **DTC B122D29** (Lock unit for central locking Implausible signal).
- **DTC B122B13** (Central locking motors Open circuit).
- **DTC B14FF29** (Child safety lock motor Implausible signal).

Technical Background 1

An attempt to open a door using the interior or exterior door handle is transmitted electrically to the door control unit via a microswitch. This microswitch activates an electric motor in the door lock; this motor releases the rotary latch and thus opens the door lock. This means that the door can be opened with very little effort. However, two Bowden cables are still fitted which provide a mechanical connection between the door lock and the interior/exterior door handle. To open the door via this mechanical connection (e.g. in the event of messages or manual release if a microswitch or control motor fails), the interior door handle must be pulled out much further than the normal angle twice. In the event of a complaint, it is only possible to open the door using the exterior handle after the lock cylinder or the interior handle has been activated.

Production Solution

Door lock manufacturing process optimized.

Service

Before replacing the door lock, check whether the complaint may be due to incorrect operation. If necessary, please explain the functions of the door lock to the customer with reference to the Owner's Manual.

Clarify the details of the complaint together with the customer in order to narrow down the cause:

The event memory entry is also logged for the following user profile:

- Is the interior door handle pulled too quickly or pulled past the end stop? This can result in messages or faults without there being a problem with the door lock.
- Does the door open if you pull the interior handle twice? Does the door then open if the exterior handle is used? If so, there is no fault in the door lock.



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- Also note the corresponding information in the Owner's Manual, Workshop Manual and Guided Fault Finding (GFF).

An SoST film on the subject of the operating concept / incorrect operation / messages is available; please also refer to this video.

For every complaint, read out the event memory in the control unit and erase them as appropriate.

- Please check whether there are event memory entries for the affected door. Erase event memory entries, switch the ignition off and on again, open and close the door, and then check whether faults are still logged in the event memory.
- Can the door then be opened/closed in the usual way? If the event memory entry has not been logged again, the door lock is OK.

Then carry out a mechanical inspection of the following components.

- Check the electrical wiring and the mechanical Bowden cables at the door lock and interior/exterior door handles for damage or irregularities (e.g. twisting, incorrect routing, traces of water or ice, stiffness). Replace the affected component if necessary.
- Also check whether the exterior door handle returns to the flush original position (rest position) after it is operated. If it does not, modify (TSB 2060196: *57 Exterior door handles do not return to the zero position*) or replace the door handle.
- Also check door setting for ease of movement and correct closing and adjust if necessary.

If the complaint persists / the event memory entry is still logged after carrying out the inspection work, replace the affected door lock according to the Workshop Manual.

Replacing parts or attempting repairs without taking this TSB into account will not fix the problem. Unjustified work/replacement parts will be charged back. In this case, invoicing under warranty is not permitted.

Warranty

Claim Type:	<ul style="list-style-type: none"> • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	<ul style="list-style-type: none"> • 5717 Door lock front. • 5817 Door lock rear. 		
Damage Code:	<ul style="list-style-type: none"> • 0040 		
Labor Operations:	Check 1-4 door handles	5711 0199	10 TU
	Front door trim panel remove + reinstall	7059 1900	See SRT with associated operations
	2 Front door trim panel remove + reinstall	7059 2000	See SRT with associated operations
	Check 1 front Bowden cable and wiring	5719 0199	10 TU



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	Check 2 front Bowden cables and wiring	5719 0299	20 TU
	Door lock front left remove + reinstall	5717 1950	See SRT with associated operations
	Door lock front right remove + reinstall	5717 1951	See SRT with associated operations
	2 Door lock front remove + reinstall	5717 2099	50 TU + 70592000
	2 Door lock front remove + reinstall (Q8 e-tron, e-tron)		120 TU + 70592000
	2 Door lock front remove + reinstall (A7)		170 TU + 70592000
	Rear door trim remove + reinstall	7073 1900	See SRT with associated operations
	2 Rear door trims remove + reinstall	7073 2000	See SRT with associated operations
	Check 1 rear Bowden cable and wiring	5819 0199	10 TU
	Check 2 rear Bowden cables and wiring	5819 0299	20 TU
	Door lock rear remove + reinstall	5817 1950	See SRT with associated operations
	Door lock rear remove + reinstall	5817 1951	See SRT with associated operations
	2 Door lock rear remove + reinstall	5817 2099	50 TU
	GFF	0150 0060	Time stated on the diagnostic protocol
	Charge battery	2706 8950	See SRT with associated operations
	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 2063236/7		

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

Tool Number	Tool Description
VAS 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)

Additional Information

More information on this system can be found in the following resources:

Owner's Manual: Chapter "Opening and closing".

- SSP 970293: The 2019 A8 Electrical and Electronic Systems.
- SSP 990493: The 2019 A8 Introduction.
- SSP 990393: The 2019 A8 Driver Assistance Systems.

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2060196, *57 Exterior door handles do not return to the zero position.*

All part and service references provided in this TSB (**2063236**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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