

Technical Service Bulletin

Topic	57 Door seals discolored green
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2076798/1
Level	EH
Status	Released for publishing
Release date	Feb 7, 2025

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors -> door seal	appearance, surface -> color deviation	left
body attachments and installations -> doors -> door seal	appearance, surface -> color deviation	right
body attachments and installations -> doors -> door seal	appearance, surface -> color deviation	left front
body attachments and installations -> doors -> door seal	appearance, surface -> color deviation	left rear
body attachments and installations -> doors -> door seal	appearance, surface -> color deviation	right front
body attachments and installations -> doors -> door seal	appearance, surface -> color deviation	right rear

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> doors -> door seal	contamination -> dirty	left front
body attachments and installations -> doors -> door seal	contamination -> dirty	left rear
body attachments and installations -> doors -> door seal	contamination -> dirty	right front
body attachments and installations -> doors -> door seal	contamination -> dirty	right rear

Vehicle data


Audi e-tron GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F8*	2022	A		*	*	*
F8*	2023	A		*	*	*
F8*	2024	A		*	*	*

Documents

Document name
master.xml

 Connection offline

Technical Service Bulletin

57 Door seals discolored green

Transaction No.: **2076798/1**

Release date: Feb 7, 2025

Condition

Customer states:

- The inner door seals are discolored green.

Workshop findings:

- The surface of the door seals is discolored green.

Technical Background

In unfavorable cases, vapor may come into contact with the door seal. The seal then turns green (Figure 1).



Figure 1: Door seal discolored green (example photo).

Production Solution

Process optimized for vehicles currently in production.

Service

Please clean the discolored door seal. To do so, coat the affected areas on the door seal with cleaning solution D 009 401 04 (Figures 2 and 3).



Figure 2. Discolored door seal.



Figure 3. *Discolored door seal coated with cleaning solution.*

Immediately dry the door seal with a soft cleaning cloth after applying the cleaning solution (Figure 4).



Figure 4. Immediately dry the door seal.

This measure can remove all the discoloration.

When billing, please always attach photo(s) that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the image must:

- Include the VIN and date (Figure 5).
- Must not be edited.
- Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any persons and/or face, license plates, or customer data.



Figure 5. Indicate the VIN and of the photo as shown.

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:	5763 (both sides, front) 5863 (both sides, rear)		
Damage Code:	0031		
Labor Operations:	Clean front door seals	5763 4299	30 TU
	Clean rear door seals	5863 4299	30 TU
	GFF	No allowance	0 TU
Claim Comment:	As per TSB 2076798/1		

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	Designation	Quantity
D 009 401 04	Cleaning solution	0.4

Additional Information

All parts and service references provided in this TSB (**2076798**) are subject to change and/or removal.

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