

## Technical Service Bulletin

<b>Topic</b>	57 Bonded outer door seal coming loose from the door
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2076939/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Feb 17, 2025

### New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors -> door seal	component, automotive fluids -> loose	left
body attachments and installations -> doors -> door seal	component, automotive fluids -> loose	right
body attachments and installations -> doors -> auxiliary door seal	component, automotive fluids -> loose	left
body attachments and installations -> doors -> auxiliary door seal	component, automotive fluids -> loose	right

### New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> doors -> auxiliary door seal	component, automotive fluids -> loose	right
body attachments and installations -> doors -> door seal	component, automotive fluids -> loose	right
body attachments and installations -> doors -> door seal	component, automotive fluids -> loose	left
body attachments and installations -> doors -> auxiliary door seal	component, automotive fluids -> loose	left

## Vehicle data

### Audi A5

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F5*	2019	A		*	*	*
F5*	2020	A		*	*	*
F5*	2021	A		*	*	*
F5*	2022	A		*	*	*
F5*	2023	A		*	*	*
F5*	2024	A		*	*	*
F5*	2025	A		*	*	*

## Documents

<b>Document name</b>
master.xml

## Condition

### Customer states:

- The door seal has come loose.

### Workshop findings:

- The adhesive bond for the outer door seal has come loose from the door.

## Technical Background

Various factors such as pressure, temperature and dirt in bonding area have an influence on 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 contacts the door.

The following photos show examples of possible occurrences of the issue (Figures 1-4):



**Figure 1.** Door seal coming loose.



**Figure 2.** Door seal coming loose.



**Figure 3.** Door seal coming loose.



**Figure 4.** Door seal coming loose.

## Production Solution

Optimized process.

## Service



This TSB replaces TSB 2064183: *57 Bonded outer door seal coming loose from the door* for A5 models.

Replace affected door seals as described in Workshop Manual.

### **Note the following requirements when performing work:**

- The vehicle and the seal must be at room temperature.
- The bonding surfaces must be free of dirt and grease.
- When installing, do not scratch the seal.

- To prevent the outer door seal from becoming detached or misaligned, it is important that the door is not closed for at least 30 minutes.
- If the door has been renewed, 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 vehicle body using adhesive strip remover VAS 6349. Clean the bonding surface on the painted surface with cleaning solution D 009 401 04 and all to flash off.

When billing, please always attach photos/videos that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the image/video must:

- Include the VIN and date.
- 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.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	5765 (Front outer door seal) 5864 (Rear outer door seal)		
<b>Damage Code:</b>	0018		
<b>Labor Operations:</b>	Remove and install front outer door seal	5765 1900	See SRT with associated operations
	Remove and install 2 front outer door seals	5765 2099	100 TU
	Remove and install rear outer door seal	5864 1900	See SRT with associated operations
	Remove and install 2 rear outer door seals	5864 2099	120 TU
<b>Claim Comment:</b>	As per TSB 2076939/1		

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.

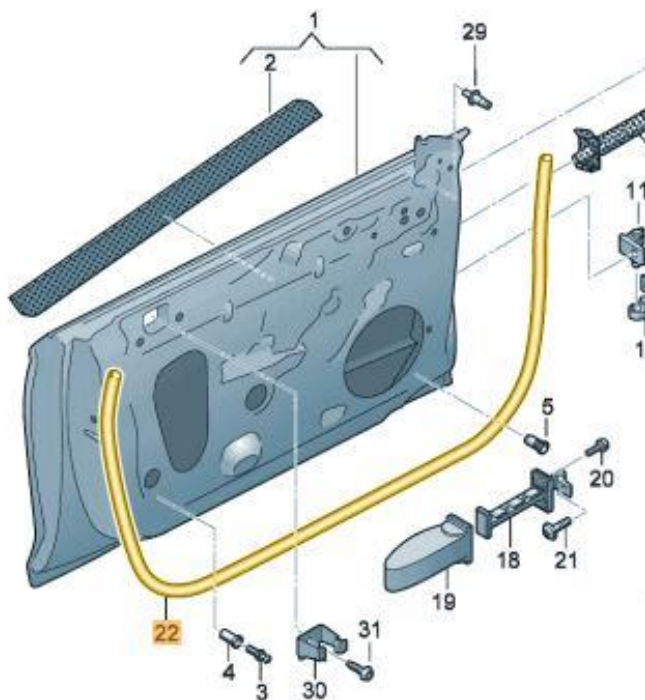
## Required Parts and Tools

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

D 355 205 A2	Bonding agent	01
D 009 500 25	Applicator	01

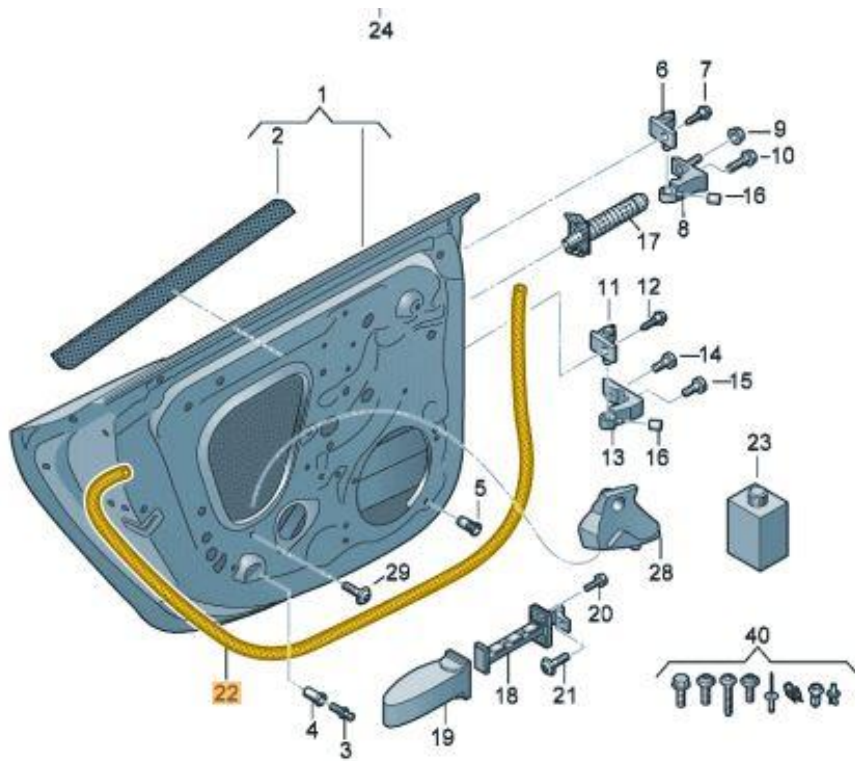
According to ⇒ parts catalogue: outer door seal, front left door.

According to ⇒ parts catalogue: outer door seal, front right door.



According to ⇒ parts catalogue: outer door seal, rear left door.

According to ⇒ parts catalogue: outer door seal, rear right door.



## Additional Information

All parts and service references provided in this TSB (2076939) are subject to change and/or removal.

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