

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), A6 Sportback e-tron, and S6 Sportback e-tron	2025	All	Not Applicable

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Added verbiage) <i>Required Parts and Tools</i> (Updated reference)
1	01/14/2026	Initial publication

One or more of the electric exterior door handles cannot be reached after the KD2 package update (TSB 2079690, *00 Combined software update 03.10.00/C (28.13.01) KD2*) has been performed.

Technical Background

The electric exterior door handles remain in an undefined status.

Production Solution

Not applicable.

Service

Please remove the corresponding fuse (according to current flow diagram) for at least 10 minutes.

If the electric exterior door handles then still cannot be reached (please check this via vehicle self-diagnosis in diagnostic addresses 4201, 4202 or 4203), the affected electric door handles must be replaced.

Where index B/E or index M/N is suggested, please always fit index L.

For example:

8B3.837.811.B -> 8B3.837.811.L

8B3.837.811.M -> 8B3.837.811.L

85H.837.811.E -> 85H.837.811.L

85H.837.811.N -> 85H.837.811.L

Then complete the KD2 update with the SVM code from the combined software update described in TSB 2079690, *00 Combined software update 03.10.00/C (28.13.01) KD2*.

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:	5711		
Damage Code:	KD02		
Labor Operations:	Reset Only:		
	Repair door handle (reset)	5711 4199	20 TU
	Self diagnosis	0129 0050	See SRT with associated operations
	GFF	0150 0060	See SRT with associated operations
	Reset with Part replacement:		
	Repair door handle (reset)	5711 4199	20 TU
	Remove and install front mounting bracket	5707 19xx	See SRT with associated operations
	Remove and install rear mounting bracket	5807 19xx	See SRT with associated operations
	Remove and install 2 rear mounting brackets	5807 20xx	See SRT with associated operations
	Self diagnosis	0129 0050	See SRT with associated operations
	GFF	0150 0060	See SRT with associated operations
Claim Comment:	As per TSB 2080648/2		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

Required Parts and Tools

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, including superseding part numbers:

Example:

If index B is suggested, fit index L:

8B3837811B suggested > fit 8B3837811L.

If index M is suggested, fit index L:

8B3837811M suggested > fit 8B3837811L.

If index E is suggested, fit index L:

85H837811E suggested > fit 85H837811L.

If index N is suggested, fit index L:

85H837811N suggested > fit 85H837811L.

Additional Information

All parts and service references provided in this TSB (**2080648**) are subject to change and/or removal.

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