

# Technical Service Bulletin



## 57 Door cannot be opened from outside, it can only be opened from inside

57 14 99 2029151/5 January 3, 2014. Supersedes Technical Service Bulletin Group 57 number 13-87 dated March 27, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT	2010-2012	000001 - 999999	Not Applicable
TT	2013	000001 - 009134	Not Applicable
TTRS	2013	900001 - 900864	Not Applicable
Allroad	2013	000001 - 163626	Not Applicable
A4 Avant	2010 - 2012	000001 - 999999	Not Applicable
A4	2010 - 2012	000001 - 999999	Not Applicable
A4	2013	DA000001 – DA163626	Not Applicable
A4	2013	DN000001 – DN028651	Not Applicable
A5	2010-2012	000001 - 999999	Not Applicable
A5	2013	000001 - 040474	Not Applicable
RS5	2013	900001 - 901639	Not Applicable
A5 Cab	2010-2012	000001 - 999999	Not Applicable
A5 Cab	2013	000001 - 007403	Not Applicable
A6	2012	000001 - 999999	Not Applicable
A6	2013	000001 - 080001	Not Applicable
A7	2012	000001 - 999999	Not Applicable
A7	2013	000001 - 080001	Not Applicable
Q5	2009 - 2012	000001 - 999999	Not Applicable
Q5	2013	000001 - 037978	Not Applicable
A8	2011 - 2012	000001 - 999999	Not Applicable
A8	2013	000001 - 016662	Not Applicable

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## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (added MY 2009 Q5)
4	3/27/2013	Revised header data (added A8) Revised <i>Production Solution</i> Revised <i>Service</i> Revised <i>Warranty</i> (added A8) Revised <i>Required Parts and Tools</i> (updated parts)
3	11/9/2012	Revised <i>Warranty</i> (SRT and labor operations)
2	5/14/2012	Revised header data Revised <i>Warranty, Required Parts and Tools</i> (added Audi Q5)
1	3/30/2012	Original publication

- The door cannot be opened from outside with the outer door handle, but it can be opened with the inner handle.
- The complaint is often described as follows: The customer locks the vehicle and checks by pulling the door handle whether the vehicle is locked. When opening the vehicle again, the door cannot be opened. It feels as if the handle is slack.

## Technical Background

When fitting the Bowden cable from the mounting bar to the door lock, the cable can get kinked. In some cases, this can increase the inner friction of the strand in the Bowden cable. As a result, the door lock stays in pressed position or does not completely return to its zero position (Figure 1).



*Figure 1. Bowden cable routing.*

When the Bowden cable gets twisted during the installation, the rubber grommets can get distorted. Consequently, the Bowden cable has a too-high inner friction and the door lock does not move to the zero position (Figure 2).



*Figure 2. Distorted rubber grommets.*

## Production Solution

Improved cable with 'L'-shaped attachment (Figure 3). Improved positioning of the locking collar.



*Figure 3. Improved cable.*

## Service

1. Replace the cable. The bow does not need to be replaced unless damage to the component is evident. Remove/install the latch carrier ("bow" according to ETKA) and Bowden cable together, as a set, according to the repair manual:

*Repair Manual >> Body >> Body Exterior >> 57 Front doors, Central Locking System >> Removal and Installation >> Door Components >> Door Lock, Bracket, Door Lock Actuating Link.*

-or-

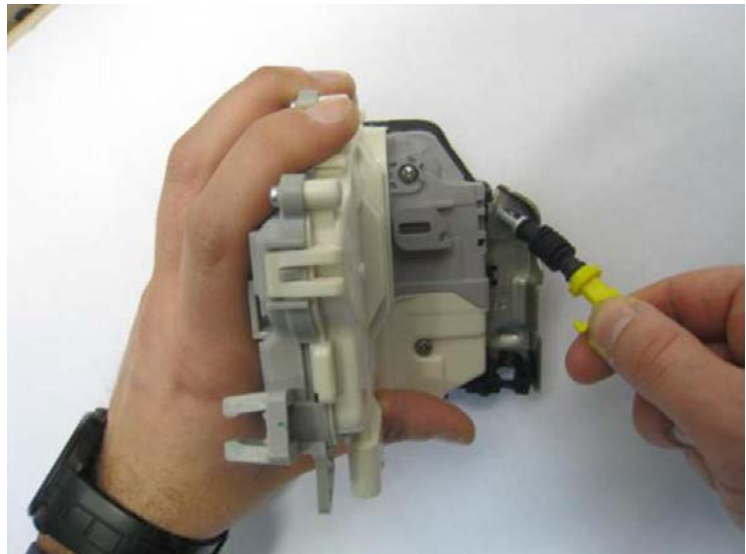
*Repair Manual >> Body >> Body Exterior >> 58 Rear doors >> Removal and Installation >> Rear Door Components >> Door Lock, Bracket, Door Lock Actuating Link.*



**Tip:** Do *not* separate the Bowden cable from the latch carrier ("bow" according to ETKA) while the carrier is installed in the vehicle. Ensure the Bowden cable does *not* get damaged during the replacement procedure.

2. Assemble the latch carrier ("bow" according to ETKA) / Bowden cable assembly and the door lock together according to the steps below, **before** installing into the vehicle:

- a. Position the Bowden cable by holding the yellow sleeve in the lock (Figure 4).



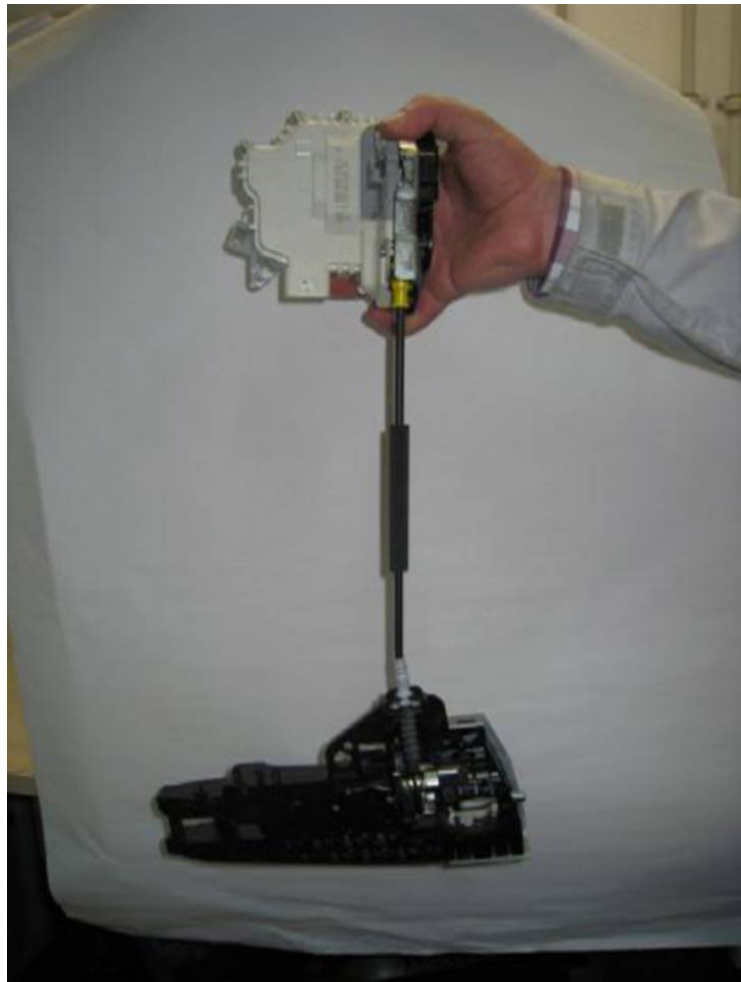
**Figure 4.** Holding the yellow sleeve in the lock.

- b. Pull down the Bowden cable by holding the yellow sleeve (Figure 5). The locking mechanism is pulled along and the Bowden cable is locked. Slot in the yellow locking mechanism to the left.



**Figure 5.** Pulling down the Bowden cable.

- c. Do *not* twist the Bowden cable after the installation. To avoid twisting the cable, turn neither the lock nor the mounting bar (Figure 6).



*Figure 6. Do not turn the lock or the mounting bar.*



**Tip:** The attached short video shows the correct attachment of the Bowden cable in the door lock.

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## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	5719		
<b>Damage Code:</b>	0017		
<b>Labor Operations:</b>	<b>A6 – One Door:</b>		
	Front door trim panel remove and reinstall	7059 1900	40 TU
	Rear door trim panel remove and reinstall	7073 1900	40 TU
	Door lock front remove and reinstall	5717 1950	70 TU
	Door lock rear remove and reinstall	5817 1950	30 TU
	Replace front door release cable	5737 9999	10 TU
	Replace rear door release cable	5837 9999	10 TU
	<b>-Or-</b>		
	<b>A6 – Two Doors:</b>		
	Both front door trim panels remove and reinstall	7059 2000	70 TU
	Both rear door trim panels remove and reinstall	7073 2000	70 TU
	Both door locks front remove and reinstall	5717 9999	140 TU
	Both door locks rear remove and reinstall	5817 9999	60 TU
	Replace both front door release cables	5737 9999	20 TU



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	Replace both rear door release cables	5837 9999	20 TU
<b>A7 – One Door:</b>			
	Front door trim panel remove and reinstall	7059 1900	40 TU
	Rear door trim panel remove and reinstall	7073 1900	40 TU
	Door lock front remove and reinstall	5717 1950	50 TU
	Door lock rear remove and reinstall	5817 1950	90 TU
	Replace front door release cable	5737 9999	10 TU
	Replace rear door release cable	5837 9999	10 TU
<b>-Or-</b>			
<b>A7 – Two Doors:</b>			
	Both front door trim panels remove and reinstall	7059 2000	70 TU
	Both rear door trim panels remove and reinstall	7073 2000	70 TU
	Both door locks front remove and reinstall	5717 9999	100 TU
	Both door locks rear remove and reinstall	5817 9999	180 TU
	Replace both front door release cables	5737 9999	20 TU
	Replace both rear door release cables	5837 9999	20 TU
<b>A8 – One Door:</b>			
	Front door trim panel remove and reinstall	7059 1900	40 TU



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	Rear door trim panel remove and reinstall	7073 1900	40 TU
	Door lock front remove and reinstall	5717 1950	50 TU
	Door lock rear remove and reinstall	5817 1950	110 TU
	Replace front door release cable	5737 9999	10 TU
	Replace rear door release cable	5837 9999	10 TU
<b>-Or-</b>			
<b>A8 – Two Doors:</b>			
	Both front door trim panels remove and reinstall	7059 2000	70 TU
	Both rear door trim panels remove and reinstall	7073 2000	70 TU
	Both door locks front remove and reinstall	5717 9999	100 TU
	Both door locks rear remove and reinstall	5817 9999	220 TU
	Replace both front door release cables	5737 9999	20 TU
	Replace both rear door release cables	5837 9999	20 TU
<b>A5 Coupe / A5 Cabriolet / Audi Q5 – One Door</b>			
	Front door trim panel remove and reinstall	7059 1900	40 TU
	Rear door trim panel remove and reinstall (Audi Q5)	7073 1900	30 TU
	Door lock front remove and reinstall	5717 1950	20 TU
	Door lock rear remove	5817 1950	10 TU

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	and reinstall (Audi Q5)		
	Replace front door release cable	5737 9999	10 TU
	Replace rear door release cable (Audi Q5)	5837 9999	10 TU
<b>-Or-</b>			
<b>A5 Coupe / A5 Cabriolet / Audi Q5 – Two Doors:</b>			
	Both front door trim panels remove and reinstall	7059 2000	70 TU
	Both rear door trim panels remove and reinstall (Audi Q5)	7073 2000	50 TU
	Both door locks front remove and reinstall	5717 9999	40 TU
	Both door locks rear remove and reinstall (Audi Q5)	5817 9999	20 TU
	Replace both front door release cables	5737 9999	20 TU
	Replace both rear door release cables (Audi Q5)	5837 9999	20 TU
<b>TT Coupe / TT Roadster – One Door:</b>			
	Front door trim panel remove and reinstall	7059 1900	30 TU
	Door lock front remove and reinstall	5717 1950	20 TU
	Replace door release cable	5737 9999	10 TU
<b>-Or-</b>			

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<b>TT Coupe / TT Roadster – Two Doors:</b>		
Both front door trim panels remove and reinstall	7059 2000	50 TU
Both door locks front remove and reinstall	5717 9999	40 TU
Replace both door release cables	5737 9999	20 TU
<b>A4 – One Door:</b>		
Front door trim panel remove and reinstall	7059 1900	40 TU
Rear door trim panel remove and reinstall	7073 1900	30 TU
Door lock front remove and reinstall	5717 1950	30 TU
Door lock rear remove and reinstall	5817 1950	30 TU
Replace front door release cable	5737 9999	10 TU
Replace rear door release cable	5837 1950	10 TU
<b>-Or-</b>		
<b>A4 – Two Doors:</b>		
Both front door trim panels remove and reinstall	7059 2000	70 TU
Both rear door trim panels remove and reinstall	7073 2000	50 TU
Both door locks front remove and reinstall	5717 9999	60 TU
Both door locks rear remove and reinstall	5817 9999	60 TU
Replace both front door release cables	5737 9999	20 TU

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	Replace both rear door release cables	5837 9999	20 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2029151/5		

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

Part Number	Part Description	Quantity
4H0837099B	Bowden cable (All vehicles front and rear except for A8 rear)	Quantity required
3W7837099A	Bowden cable (A8 rear)	Quantity required

## Additional Information

All parts and service references provided in this TSB (2029151) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.