



Technical Service Bulletin

57 Exterior door handles do not return to the zero position

57 21 80 2060196/3 July 26, 2021. Supersedes Technical Service Bulletin Group 57 number 20-71 dated July 24, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, S8, and Q8	2019 - 2022	All	Not Applicable
A6 allroad, S6, RS 6, RS 6 Avant, S7, RS 7, A8 PHEV, SQ8, RS Q8, Audi e-tron quattro, and Audi e-tron Sportback	2020 - 2022	All	Not Applicable
A7 PHEV	2021 - 2022	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added MY19-22 A7 and A8, MY21-22 A6, Q8, Audi e-tron quattro, and Audi e-tron Sportback) Revised <i>Condition</i> (Added customer concern) Revised <i>Production Solution</i> (Modified solution) Revised <i>Service</i> (Added sanding procedure) Revised <i>Warranty</i> (Modified labor operations)
2	07/25/2020	Revised header (Added MY19-20 A6 and Q8) Revised <i>Production Solution</i> (Added solution for A6 and Q8)
1	07/16/2020	Initial publication

Customer states:

- Central locking and/or door open warnings displayed in the instrument cluster.
- The doors are not closing and/or locking properly.
- The door handles are binding and protruding.



Technical Service Bulletin

Workshop findings:

- Exterior door handles are binding and are not returning to the zero position.

Technical Background

Due to material tolerances, the door handle guide is binding within the door handle mounting bracket.

Production Solution

Improved parts in production.

Service

1. Check the function of all door handles. Door handles should return to the zero position without binding and/or jamming (Figure 1).



Figure 1. Door handle binding and not returning to zero position.

2. Remove any affected door handles following the Repair Manuals in Elsa.



Technical Service Bulletin

- Using precision diagonal cutting pliers, remove door handle rib #1 and #2 on the pivot side of the mounting bracket, toward the front of the vehicle (Figure 2).



Figure 2. #1 and #2 door handle ribs prior to removal.

- After removing both ribs, ensure that the resulting surface is smooth and without any protrusions (Figure 3).



Figure 3. The door handle is shown with #1 and #2 ribs removed, leaving an even surface.



Technical Service Bulletin

- Using a vernier caliper, measure the dimension from the bottom edge of the door handle to the top of rib #3 (Figure 4).



Figure 4. Measuring dimension of a door handle at rib #3.

- Scrape the top of rib #3 with a precision/utility knife in direction of the arrow until the dimension is 20.9 mm (~ 0.82 inches) (Figure 5).

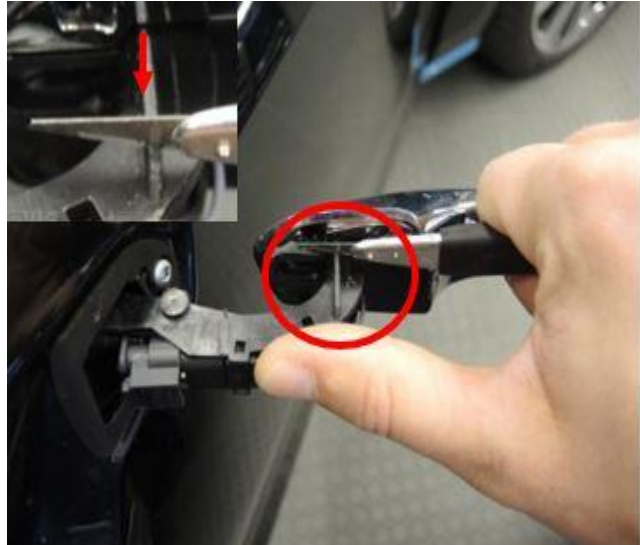


Figure 5. Rib #3 shown with the direction of scraping motion.

- Sand down the top surface of rib #3 with sanding paper until the door handle at rib #3 measures approximately 20.6 mm (~ 0.81 inches) (Figures 4 and 6).



Technical Service Bulletin



Figure 6. Top of rib #3 to be sanded down.

8. Replace the door handle guide piece on the lock cylinder side, towards the back of the vehicle (Figure 7) with a new guide piece (check parts table for part number).



Figure 7. The door handle guide piece to be replaced.

9. Reinstall all door handles following the Repair Manuals in Elsa.
10. Verify that all of the door handles are functioning normally.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	<ul style="list-style-type: none">• 5711• 5811
Damage Code:	0017 (left 001 and/or right 002)



Technical Service Bulletin

Labor Operations:	Remove and reinstall front door handle	5711 19XX	See SRT with associated operations
	Remove and reinstall rear door handle	5811 19XX	See SRT with associated operations
	Remove and reinstall 2 front door handles	5711 20XX	See SRT with associated operations
	Remove and reinstall 2 rear door handles	5811 20XX	See SRT with associated operations
	Modify 1 front door handle	5711 4999	10 TU
	Modify 2 front door handles	5711 5099	20 TU
	Modify 1 rear door handle	5811 4999	10 TU
	Modify 2 rear door handles	5811 5099	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	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 #2060196/3		

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
4N0837259	Guide Piece	01-04 (As needed)



Technical Service Bulletin

Additional Information

All parts and service references provided in this TSB (2060196) are subject to change and/or removal.

©2021 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.