



# Technical Service Bulletin

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## 57 Bonded outer door seal is detached from the door

57 21 85 2064183/2 October 21, 2021. Supersedes Technical Service Bulletin Group 57 number 21-81 dated July 28, 2021 for reasons listed below.

| Model(s)                      | Year        | VIN Range | Vehicle-Specific Equipment |
|-------------------------------|-------------|-----------|----------------------------|
| Audi e-tron quattro           | 2019 – 2022 | All       | Not Applicable             |
| Audi e-tron sportback quattro | 2020 – 2022 | All       | Not Applicable             |

## Condition

| REVISION HISTORY |            |                                                   |
|------------------|------------|---------------------------------------------------|
| Revision         | Date       | Purpose                                           |
| 2                | -          | Revised <i>Warranty</i> (Updated Labor Operation) |
| 1                | 07/28/2021 | Initial publication                               |

### Customer states:

- The outer door seal has come loose.

### Workshop findings:

- The bonding of the outer door seal has detached from the door.



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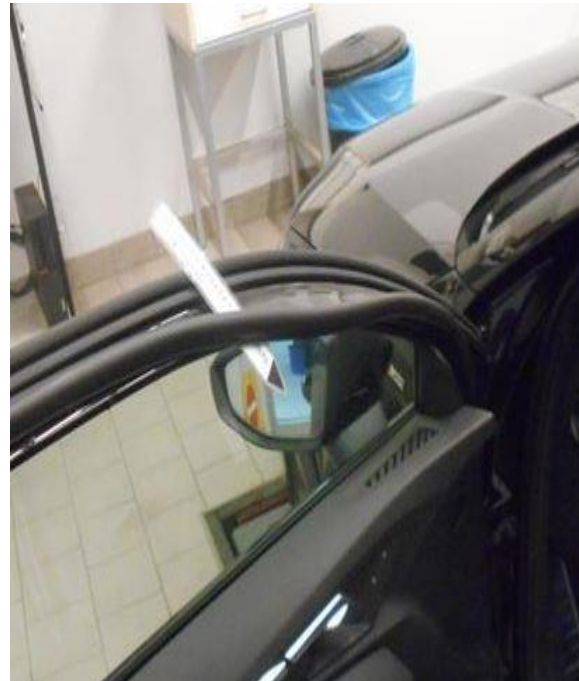
## Technical Background

Various factors such as pressure, temperature, and contamination in the bonding area can influence 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 makes contact with the door (Figures 1 - 4).



*Figure 1. The outer door seal detached from the door.*

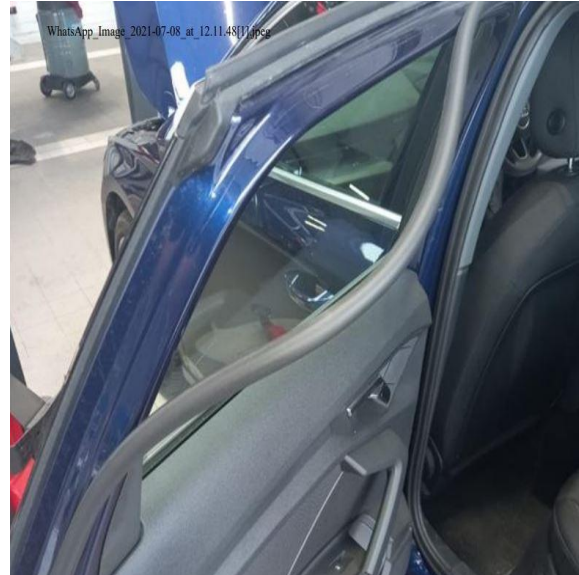


*Figure 2. The outer door seal detached from the door.*

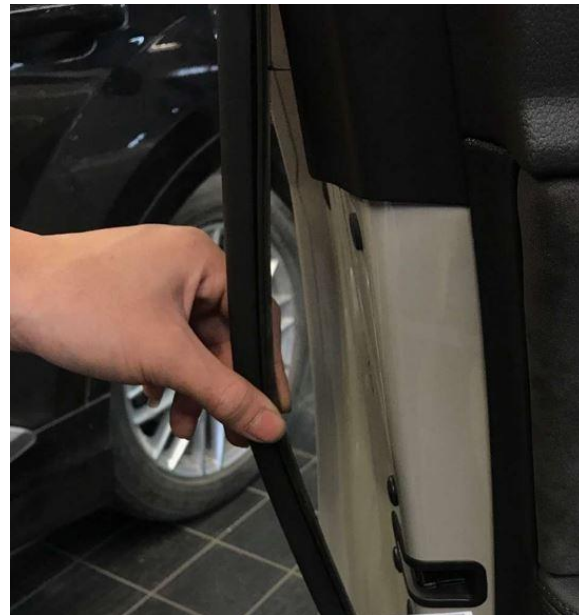


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**Figure 3.** The outer door seal detached from the door.



**Figure 4.** The outer door seal detached from the door.

## Production Solution

Improved processes in series production.



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## Service

1. Replace affected door seals as described in the Elsa Repair Manual.

### Note the following requirements when performing this repair:

- The vehicle and the seal must be at room temperature.
- The bonding surfaces must be free of dirt and grease.
- Do not stretch the seal during installation.
- To prevent the outer door seal from becoming detached or misaligned, the door must not be closed for at least 30 minutes.
- If the door seal has been removed, 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 door using adhesive strip remover VAS 6349.
- Clean the bonding surface on a painted surface with cleaning solution D 009 401 04 and let it dry.

## Warranty

|                          |                                                                                                                                                                                                                                                     |              |                                    |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |                                    |
| <b>Service Number:</b>   | <ul style="list-style-type: none"><li>• 5765</li><li>• 5864</li></ul>                                                                                                                                                                               |              |                                    |
| <b>Damage Code:</b>      | 0010                                                                                                                                                                                                                                                |              |                                    |
| <b>Labor Operations:</b> | Outer ft door seal remove + reinstall                                                                                                                                                                                                               | 5765 1950    | See SRT with associated operations |
|                          | Rear door outer seal remove + reinstall                                                                                                                                                                                                             | 5864 1999    | 90 TU                              |
| <b>Diagnostic Time:</b>  | 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                               |
| <b>Claim Comment:</b>    | As per TSB #2064183/2                                                                                                                                                                                                                               |              |                                    |



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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 |
| D00940104                                                                                           | All-purpose cleaner                                                | Shop Supply   |

| Tool Number | Tool Description       |
|-------------|------------------------|
| VAS 6349    | Adhesive strip remover |

## Additional Information

All parts and service references provided in this TSB (2064183) are subject to change and/or removal.

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