



Technical Service Bulletin

57 Door handle touch sensor does not lock doors or is slow to respond

57 22 97 2067241/3 November 2, 2022. Supersedes Technical Service Bulletin Group 57 number 22-94 dated August 30, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5 Sportback, and SQ5 Sportback	2022	All	Not Applicable
	2023	000001 - 035391	

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Revised VIN break)
2	08/31/2022	Revised header (Add Model Year 2023 with VIN break)
1	06/13/2022	Initial publication

Customer states:

After exiting the vehicle, closing the door, and pressing the touch sensor on the exterior door handle the doors will either:

- Lock but only after a significant delay.





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- Lock only after several attempts are made.
or
- Will not lock at all using the touch sensor.

Figure 1. Outer door handle and keyless locking touch sensor.

When gaining entry into a locked vehicle, the unlock function of the door handle sensor on the inside of the door handle functions normally and without error.

The central locking system is otherwise functional and fully operational with both locking and unlocking functions using the key remote.

Workshop findings:

This error sequence is easily reproduced, can occur on any one of the four doors, and occurs when any of the remotes are in use, and in the proper range of the vehicle.

There are no relevant DTCs stored in the Comfort System Central Control Module (DA 0046, BCM 2). When the measuring values are checked during diagnosis the inoperative or delayed response in the lock command is clearly confirmed.





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Figure 2. The locking system malfunctions while using the touch sensor.

Technical Background

An error has been identified in the door handle trim conductivity.

Production Solution

Not applicable.

Service

1. If the symptom profile is as described in this TSB and the measuring values confirm an inoperative or delayed response in the lock command, then remove the painted door handle trim plate of the affected door handle.



Figure 3. Exposed locking system touch sensor with door handle trim plate removed.



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2. If the lock function works properly without the trim plate installed, then replace the door handle trim plate.



Figure 4. Activating the locking system touch sensor with door handle trim plate removed.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.
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	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	5711 – Front Doors 5811 – Rear Doors		
Damage Code:	0040		
Labor Operations:	Front door handle trim/cover remove and reinstall – one side	5711 1901	See SRT with associated operations
	Front door handle trim/covers remove and reinstall – both sides	5711 2001	See SRT with associated operations
	Rear door handle trim/cover remove and reinstall – one side	5811 1901	See SRT with associated operations
	Rear door handle trim/covers remove and reinstall – both sides	5811 2099	30 TU
	Front and/or rear door handle trim cover(s) paint – 1, 2,3, or all 4 (Labor operation listed in Outside Labor not to exceed the amount charged on sublet bill)	L0011600 (Solid Paint) L0021600 (Metallic Paint) L0031600	Max \$200 (Includes paint material and labor to



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		(Pearl Paint)	paint 1, 2, 3 or all 4 door handle trim cover(s)
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 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 2067241/3		

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
80B837239 GRU	Trim plate for door handle – Left	Quantity necessary
80A837240 GRU	Trim plate for door handle – Right	Quantity necessary

Additional Information



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All parts and service references provided in this TSB (2067241) are subject to change and/or removal.

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