



Technical Service Bulletin

57 Paint damage on leading edge of front door

57 23 27 2072290/1 December 11, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron GT, and RS e-tron GT	2022 – 2023	All	Not Applicable
e-tron GT	2024	000000 - 001039	
RS e-tron GT	2024	900001 – 901039	

Condition

Customer states:

The leading edge of the front door is scuffed, scratched and / or shows signs of corrosion.

Workshop findings:

- When opening or closing the front door, the leading edge makes contact with the end panel on the front fender.

Technical Background

The contact between the front door and the end panel on the front fender is confirmed. Figure 1 shows the area where the abrasions can be found. This condition may be found on one or both front doors.



Figure 1. Area of front door affected by the contact.



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Figure 2 shows the contact when the door is opened.



Figure 2. Contact between the front door and the end panel on the front fender when the door is opened.

Figure 3 shows a close-up image of the abrasions.



Figure 3. Abrasions in the area of contact.

Production Solution

The front fender end panel has been modified in production to prevent intrusion into the path of the opening or closing front doors.

Service



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1. Please take photos of the customer's concern and upload them into Doc-IT with the repair order. Photos should:

- Have a date stamp and VIN reference.
- Be taken in focus and with sufficient light.



Figure 4. Photos taken showing the location of the paint abrasions.



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2. Remove and repair the damage to the painted surface of the front door as specified in ElsaPro.



Figure 5. Front door removed.



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3. Replace the fender end panel trim. Ensure that the new trim is fully secured and that all fasteners are engaged completely and not damaged.

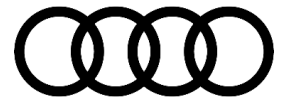


Figure 6. Fully engaged fender end panel trim fastener.

4. Figure 7 shows a close-up of a fully engaged and undamaged fender end panel trim fastener.



Figure 7. Fender end panel trim fastener properly engaged.



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5. Check that the door moves freely during opening and closing without any contact with the fender end panel trim.



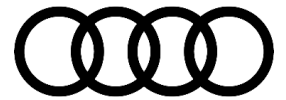
Figure 8. Appropriate clearance restored between the front door and the fender end panel trim.

Warranty

NOTICE

PAINT ONLY

- Please be sure to upload the following to DOC-IT prior to claim submission.
- The repair order with clear documentation of the customer concern.
- A detailed copy of the sublet estimate, including hourly rate (ensure non-warranty reimbursable items not on the estimate).
- The VIN plate of the subject vehicle – VIN must be legible.
- A photo of the full vehicle which includes the area of the paint flaw.
- The exact area of the paint flaw, which must be clearly discernible. Multiple photos of the paint flaw may be required to encompass the concern.



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Claim Type:	<ul style="list-style-type: none"> • 110 Up to 48 Months/50,000 Miles. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	5729		
Damage Code:	0001		
Labor Operations:	1 door shell paint, remove and reinstall (Sublet labor operation listed in <i>Outside Labor</i>)	L001 1600 (Solid paint) L002 1600 (Metallic paint) L003 1600 (Pearl paint)	Max 470 TU
	2 door shells paint, remove and reinstall (Sublet labor operation listed in <i>Outside Labor</i>)	L001 1600 (Solid paint) L002 1600 (Metallic paint) L003 1600 (Pearl paint)	Max 700 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 2072290/1		



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

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!		
Part Number	Part Description	Quantity
N/A	1 door shell paint (Listed as MATERIAL in <i>Outside Material</i>)	Qty 1 each \$ cost of Material (Max \$108)
N/A	2 door shells paint	Qty 1 each



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	(Listed as MATERIAL in <i>Outside Material</i>)	\$ cost of Material (Max \$216)
4J3854777A	Trim, fender - left inner	1
4J3854778A	Trim, fender – right inner	1
4J3853959 X XXX (Use appropriate part number for the door cover trim in ETKA using the VIN of the vehicle being serviced)	 Cover for door – left front	1
4J3853960 X XXX (Use appropriate part number for the door cover trim in ETKA using the VIN of the vehicle being)	 Cover for door – right front	1

Additional Information

All parts and service references provided in this TSB (2072290) are subject to change and/or removal.

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