



Technical Service Bulletin

57 Door cannot be opened from outside handle in cold weather

57 12 63 2020051/4 March 15, 2012. Supersedes Technical Service Bulletin Group 57 number 11 – 44 dated February 16, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi Q7	2007 – 2010	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data Revised <i>Warranty</i>
3	2/16/2011	Revised Customer codes Revised <i>Warranty</i>
2	10/27/2009	Revised <i>Technical Background</i> Revised <i>Production Solution</i> Revised <i>Service</i> Revised <i>Required Parts and Tools</i>
1	3/27/2009	Original publication

Door cannot be opened or closed from outside the vehicle in cold weather.

Technical Background

A plastic burr on the bearing bracket can cut the outer sheathing material of the Bowden cable. As a result, water can enter through the outside door handle and into the sheathing of the Bowden cable. In extremely cold weather, it is possible for the Bowden cable to freeze. In this condition, the door-opening function of the outside door handle may intermittently or consistently be inoperative until the vehicle is allowed to warm.

When the vehicle is entered through a different door and moved to a location where it can be warmed, the outside door handle becomes operative.

The functionality of the inside door handle is not affected by this condition.

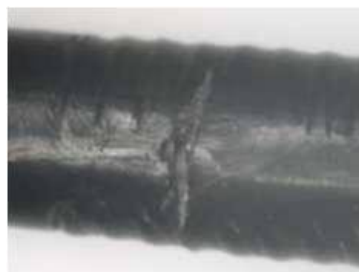


Figure 1. Cut in Bowden cable.

Production Solution

Remove all plastic burrs from the bearing bracket and apply a protective fabric cover over the cable to prevent the cable from being cut.

Service

1. Obtain a new exterior door handle bearing bracket assembly, which includes the Bowden cable.

The part number revision has not changed for the reworked parts. Improved parts will eventually be introduced with a new part number revision.

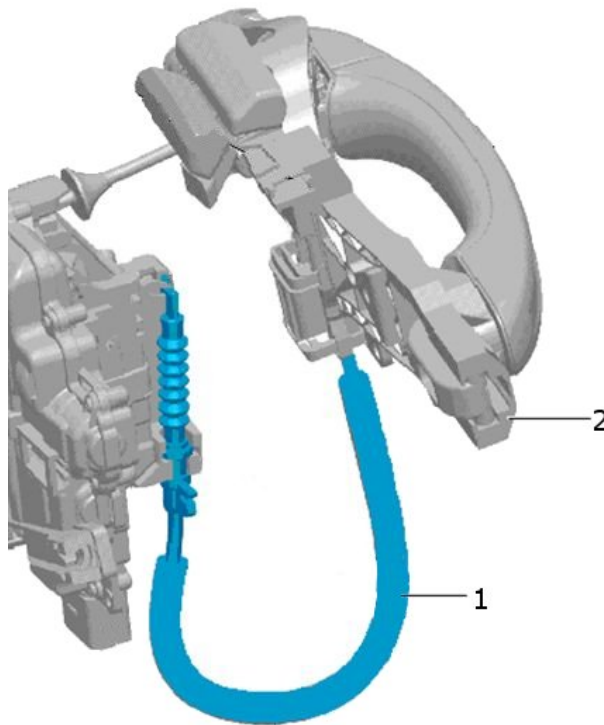


Figure 2. Bowden cable (1), and door handle mounting bracket (2).

2. Determine whether the replacement part is reworked. The reworked parts are indicated by two green dots near the cable attachment point on the bearing bracket.

- If two green dots are present on the replacement parts, then proceed to step 3.



Figure 3. Bearing bracket with two green dots.

- If no green dots are present on the replacement part, then the following two steps must be performed:

- a. Check the bearing bracket for any sharp plastic burrs or sharp edges. Round the edges and remove any burrs with a small metal file.



Figure 4. Location on bearing bracket to check for burrs.

- b. Apply a protective fabric strip around the Bowden cable where it touches the bearing bracket.

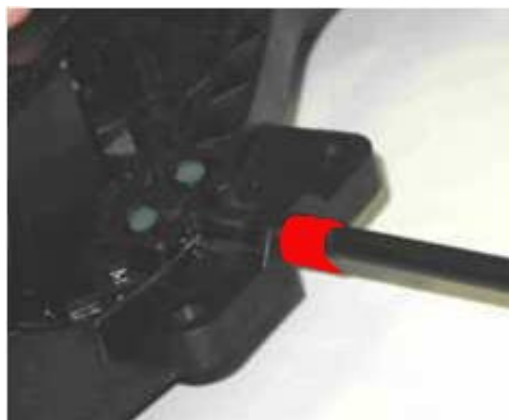


Figure 5. Location to apply Bowden cable fabric (red).

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- Replace the exterior door handle bearing bracket assembly, including the Bowden cable.



Tip: It is not necessary to replace the door lock mechanism, nor is it necessary to replace the interior door handle Bowden cable.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5745		
Damage Code:	0017		
Labor Operations:	Front door handle bearing bracket remove + reinstall (one side)	5711 1955	20 TU
	Front door panel remove + reinstall (one side)	7059 1900	40 TU
	Front door handle bearing bracket remove + reinstall (both sides)	5711 2055	30 TU
	Front door panel remove + reinstall (both sides)	7059 2000	70 TU
	Rework bearing bracket assembly (if necessary)	5745 9999	20 TU
	Rear door handle bearing bracket remove + reinstall (one side)	5811 1955	20 TU
	Rear door panel remove + reinstall (one side)	7073 1900	40 TU
	Door handle bearing bracket remove + reinstall (both rear doors)	5811 2055	30 TU
	Rear door panel remove + reinstall (both sides)	7073 2000	70 TU
Diagnostic Time:	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)		
Claim Comment:	As per TSB #2020051/4		

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.

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Required Parts and Tools

Part Number	Part Description	Quantity
See ETKA	Bow	1
D004 350 A2	Textile adhesive tape	1
Not applicable	Metal file	1

Additional Information

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