



Technical Service Bulletin

57 Door cannot be opened from outside, it can only be opened from inside

57 12 65 2029151/2 May 14, 2012. Supersedes Technical Service Bulletin Group 57 number 12 – 64 dated March 30, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT	2010 – 2013	All	Not Applicable
A4	2010 – 2013		
A5	2010 – 2013		
A5 Cabriolet	2010 – 2013		
A6	2012 – 2013		
A7	2012 – 2013		
Audi Q5	2012 – 2013		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data Revised <i>Warranty, Required Parts and Tools</i> (Added Audi Q5)
1	3/30/2012	Original publication

The door cannot be opened from outside with the outer door handle, but it can be opened with the inner handle.

The complaint is often described as follows: The customer locks the vehicle and checks by pulling the door handle whether the vehicle is locked. When opening the vehicle again, the door cannot be opened. It feels as if the handle is slack.

Technical Background

When fitting the Bowden cable from the mounting bar to the door lock the cable can get kinked. In some cases this can increase the inner friction of the strand in the Bowden cable. As a result, the door lock stays in pressed position or does not completely return to its zero position. (Figure 1).



Figure 1. Bowden cable routing.

When the Bowden cable gets twisted during the installation the rubber grommets can get distorted. Consequently, the Bowden cable has a too high inner friction and the door lock does not move to the zero position. (Figure 2).



Figure 2. Distorted rubber grommets.

Production Solution

Work instructions have been optimized for the assembly workers.

Service

1. Remove/install the latch carrier (“bow” according to ETKA) and Bowden cable together, as a set, according to the repair manual:

Repair Manual >> Body >> Body Exterior >> 57 Front doors, Central Locking System >> Removal and Installation >> Door Components >> Door Handle and Door Lock.



Tip: Do *not* separate the Bowden cable from the latch carrier (“bow” according to ETKA). Ensure the Bowden cable does *not* get further damaged during the removal. When a parts request is made, pack the lock and the Bowden cable in such a way that an analysis is possible and additional damage is prevented.

2. Assemble the latch carrier (“bow” according to ETKA) / Bowden cable assembly and the door lock together according to the steps below, **before** installing into the vehicle:
 - a. Position the Bowden cable by holding the yellow sleeve in the lock.



Figure 3. Holding the yellow sleeve in the lock.

- b. Pull down the Bowden cable by holding the yellow sleeve. The locking mechanism is pulled along and the Bowden cable is locked.
Slot in the yellow locking mechanism to the left



Figure 4. Pulling down the Bowden cable.

- c. Do *not* twist the Bowden cable after the installation. To achieve this, turn neither the lock nor the mounting bar.



Figure 5. Do not turn the lock or the mounting bar.



Tip: The attached short video shows the correct attachment of the Bowden cable in the door lock.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5719		
Damage Code:	0017		
Labor Operations:	A6		
	Remove and install Front door trim	7059 1900	40 TU
	Remove and install Door lock	5717 1950	90 TU
	Assemble Front cable	5719 1999	10 TU
	Remove and install 2 front door trims	7059 2000	70 TU
	Remove and install 2 door locks	5717 2099	160 TU
	Assemble 2 front cables	5719 2099	20 TU
	A7		
	Remove and install Front door trim	7059 1900	40 TU
	Remove and install Door lock	5717 1950	70 TU
	Assemble Front cable	5719 1999	10 TU
	Remove and install 2 front door trims	7059 2000	70 TU
	Remove and install 2 door locks	5717 2099	110 TU
	Assemble 2 front cables	5719 2099	20 TU
	A5/A5 Cabriolet		
	Remove and install Front door trim	7059 1900	40 TU

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	Remove and install Door lock	5717 1950	20 TU
	Assemble Front cable	5719 1999	10 TU
	Remove and install 2 front door trims	7059 2000	70 TU
	Remove and install 2 door locks	5717 2099	40 TU
	Assemble 2 front cables	5719 2099	20 TU
TT/TTRS			
	Remove and install Front door trim	7059 1900	30 TU
	Remove and install Door lock	5717 1950	20 TU
	Assemble Front cable	5719 1999	10 TU
	Remove and install 2 front door trims	7059 2000	50 TU
	Remove and install 2 door locks	5717 2099	40 TU
	Assemble 2 front cables	5719 2099	20 TU
A4, Audi Q5			
	Remove and install Front door trim	7059 1900	40 TU
	Remove and install Door lock	5717 1950	30 TU
	Assemble Front cable	5719 1999	10 TU
	Remove and install 2 front door trims	7059 2000	70 TU
	Remove and install 2 door locks	5717 2099	50 TU
	Assemble 2 front cables	5719 2099	20 TU
Diagnostic Time:	GFF	No allowance	0 TU

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	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 #2029151/2		

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

Part Number	Part Description	Quantity
4H1 837 885 -and/or-	Bow (A6/ A7 driver side, contains Bowden cable)	1
4H0 837 886 -and/or-	Bow (A6/A7 driver side, contains Bowden cable)	1
8T1 837 885 B -and/or-	Bow (A4/A5/Audi Q5 driver side, contains Bowden cable)	1
8T0 837 886 B -and/or-	Bow (A4/A5/Audi Q5 passenger side, contains Bowden cable)	1
8J1 837 885 A -and/or-	Bow (TT driver side, contains Bowden cable)	1
8J0 837 886 A -and/or-	Bow (TT passenger side, contains Bowden cable)	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.