



Technical Service Bulletin

57 Door handle touch sensor (Advanced Key) will not unlock vehicle

57 12 81 2020472/5 December 19, 2012. Supersedes Technical Service Bulletin Group 57 number 10-38 dated December 1, 2010 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009	All	Advanced Key
A5 / S5	2008 - 2009	All	

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Service</i> (Part information), <i>Required Parts and Tools</i> (added parts table)
4	12/1/2010	Revised <i>Service</i> (Part information)
3	6/3/2010	Revised header data (Controlling TSB display in ElsaWeb)
2	2/8/2010	Revised <i>Service</i> (Illustrations added for clarity)
1	4/21/2009	Original publication

The following conditions may be present:

- One or more door handle touch sensors cannot be used to unlock the vehicle doors.
- Through diagnosis it has been determined that a door handle touch sensor must be replaced.

Otherwise, the vehicle locks function normally, such as when using the remote key or the interior lock switch.

Technical Background

It is possible incompatible door handle touch sensors are installed. This could be due to either the door handle touch sensors or the Central Comfort System control unit J393 (address word 46) having been replaced previously.

Production Solution

Not applicable.

Service

Remove the touch sensor from the door handle to read the part number (Figure 1).



Figure 1. Door handle touch sensor part number.



Tip: If it becomes necessary to contact the Audi Technical Assistance Center, the hardware version information (Figure 2) of the touch sensor may be requested by the consultant.



Figure 2. Door handle touch sensor version sticker.

Only door handle touch sensors with specific part number index are compatible depending on the Central Comfort System module installed in the vehicle, as listed in the table below.

Part compatibility matrix:

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Installed Central Comfort System Control Unit Part Number	Required Door Handle Touch Sensor Part Number
8K0 907 064X	Original part: 8K0 927 753 or 8K0 927 753C Service part: 4G8 927 753A
8K0 907 064XX	Original part: 8K0 927 753A or 8K0 927 753B Service part: 4G8 927 753



Tip: These part number index requirements are not specified in the ETKA parts catalog; however, always refer to ETKA for the latest part numbers.

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Required Parts and Tools

Part Number	Part Description	Quantity
4G8927753A	Door Handle Touch Sensor	As required
4G8927753	Door Handle Touch Sensor	As required

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.