



Technical Service Bulletin

57 Locking with door handle touch sensor sporadically inoperative

57 13 89 2033883/1 May 14, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2012	A035066 - A999999 (Ingolstadt)	Advanced key
	2012	N007046 - N999999 (Neckarsulm)	
	2013 – 2014	All	
A5/S5	2011	102191 - 999999	
	2012 – 2014	All	
A5/S5 Cabriolet	2011 – 2014	All	
RS5	2013 – 2014	All	
RS5 Cabriolet	2014	All	
A6	2012 – 2014	All	
A7	2012 – 2014	All	
A8	2011 – 2014	All	
Q5	2012	022752 - 999999	
	2013 – 2014	All	

Condition

The following conditions are present (applies only to vehicles with Advance Key (PR 4i3)):

- In cold weather conditions, the vehicle sporadically cannot be locked using the touch sensor on the door handle(s). This occurs regardless of which vehicle key is used.
- The vehicle can be unlocked using the Advanced Key function.
- No DTCs related to the Advanced Key system are stored.
- The vehicle can be locked and unlocked using the remote keys and interior door switches.
- Concept-related restrictions as described in TSB 2027368, *57 Door handle touch sensors (Advanced key) inoperative*, do not apply.

Technical Background

Ice can form on the locking surface of the touch sensor (inside the door handle), preventing proper operation.

Production Solution

Not applicable.

Service

Apply self-adhesive inserts to door handle touch sensors as follows:

1. Remove the door handle touch sensor from all door handles.



Tip: During removal, make sure that the door handle touch sensor is levered out with a screwdriver, according to the repair manual (Figure 1). If the sensor is removed from the front of the door handle, the seal can be damaged.

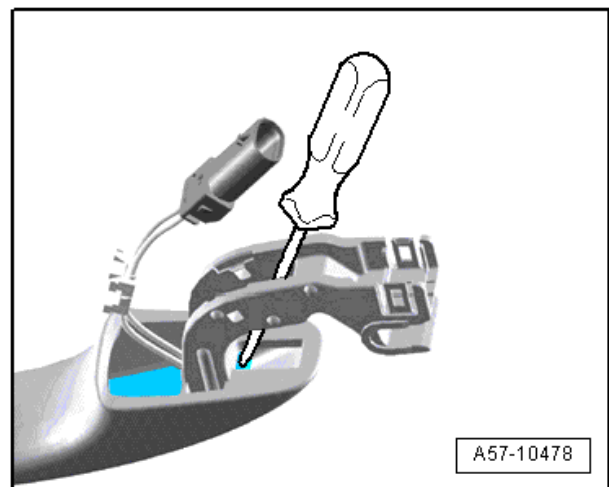


Figure 1. Removal of door handle touch sensor.

2. Attach an insert on the indicated surface (Figure 2) for all sensors.



Figure 2. Area to attach insert to door handle touch sensor.

3. Re-install all door handle touch sensors and door handles.

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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:	5711		
Damage Code:	0040		
Labor Operations:	A4, A6, A7, Q5 models		
	Lock cylinder remove+reinstall	5709 1900	20 TU
	2 Door handle remove+reinstall (front)	5711 2050	20 TU
	Modify 2 door handles (front)	5711 5099	10 TU
	2 Door handle remove+reinstall (rear)	5811 2000	30 TU
	Modify 2 door handles (rear)	5811 5099	10 TU
	A5, A5 Cabriolet models		
	Lock cylinder remove+reinstall	5709 1900	20 TU
	2 Door handle remove+reinstall	5711 2050	20 TU
	Modify 2 door handles	5711 5099	10 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 #2033883/1		



Required Parts and Tools

Part Number	Part Description	Quantity
4G8837339	Repair kit for door handle touch sensor	1 (contains set of 4 inserts)

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2027368, *57 Door handle touch sensors (Advanced key) inoperative*

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.