

Technical Service Bulletin

Topic	57 Various complaints regarding the front or rear door lock, DTC(s) B122D29, B14FF29 or B122B13
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2063236/9
Level	EH
Status	Released for publishing
Release date	May 9, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0042 - Driver's door electronics	B122D29: Lock unit for central locking implausible signal		Intermittent
0052 - Passenger's door electronics	B122D29: Lock unit for central locking implausible signal		Intermittent
00BB - Rear drivers side door electronics	B14FF29: Motor for child safety lock implausible signal		Intermittent
00BC - Rear passenger side door electronics	B14FF29: Motor for child safety lock implausible signal		Intermittent
00BB - Rear drivers side door electronics	B122D29: Lock unit for central locking implausible signal		Intermittent
00BC - Rear passenger side door electronics	B122D29: Lock unit for central locking implausible signal		Intermittent
0042 - Driver's door electronics	B122B13: Central locking motors Open circuit		Intermittent
0052 - Passenger's door electronics	B122B13: Central locking motors Open circuit		Intermittent
0042 - Driver's door electronics	B14FF29: Motor for child safety lock implausible signal		Intermittent

New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> doors, lids operation -> open door	functionality -> cannot be opened	left front
body attachments and installations -> doors, lids operation -> open door	functionality -> cannot be opened	left rear
body attachments and installations -> doors -> door lock	component, automotive fluids -> damaged	left front
body attachments and installations -> doors -> door lock	component, automotive fluids -> damaged	right rear

Vehicle data

A6, A6 allroad, RS 6 Avant, A7, RS 7, Q8, and RS Q8

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2021	A		*	*	*
4A*	2022	A		*	*	*
4A*	2023	A		*	*	*
4A*	2024	A		*	*	*
4A*	2025	A		*	*	*
4KA*	2021	A		*	*	*
4KA*	2022	A		*	*	*
4KA*	2023	A		*	*	*
4KA*	2024	A		*	*	*
4KA*	2025	A		*	*	*
4MN*	2021	A		*	*	*
4MN*	2022	A		*	*	*
4MN*	2023	A		*	*	*
4MT*	2024	A		*	*	*
4MT*	2025	A		*	*	*

Audi e-tron quattro, SB, GT, and RS GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F8*	2022	A		*	*	*
F8*	2023	A		*	*	*
F8*	2024	A		*	*	*
F8*	2025	A		*	*	*
GE*	2021	A		*	*	*
GE*	2022	A		*	*	*
GE*	2023	A		*	*	*
GE*	2024	A		*	*	*
GE*	2025	A		*	*	*

A8L, S8

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4N*	2021	A		*	*	*
4N*	2022	A		*	*	*
4N*	2023	A		*	*	*
4N*	2024	A		*	*	*
4N*	2025	A		*	*	*

Q6 e-tron, SQ6 e-tron, Q6 Sportback e-tron, SQ6 SB e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GF*	2025	A		*	*	*

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
9	-	Revised <i>Service</i> (Add note)
8	04/10/2025	Revised header (Updated models and model years, update diagnostic trouble codes) Revised <i>Condition</i> (Updated verbiage) Revised <i>Service</i> (Updated service, add image) Revised <i>Warranty</i> (Updated labor operations) Revised <i>Required Parts and Tools</i> (Removed tools)
7	09/26/2024	Revised title (Modify title) Revised <i>Warranty</i> (Add and modify labor operations)

Customer states:

- Front or rear door (left and/or right sides) cannot be opened from the outside or the inside.
- Messages (e.g., exit warning system, central locking) regarding front or rear door.
- The vehicle is locked but it is still possible to open a door without using a key.

Workshop findings:

- Door locks do not work.
- Various complaints indicate a problem with the door lock:

One or several of the following event memory entries are logged:

- **DTC B122D29** (Lock unit for central locking Implausible signal).
- **DTC B122B13** (Central locking motors Open circuit).
- **DTC B14FF29** (Child safety lock motor Implausible signal).

Technical Background

An attempt to open a door using the interior or exterior door handle is transmitted electrically to the door control unit via a microswitch. This microswitch activates an electric motor in the door lock; this motor releases the rotary latch and thus opens the door lock. This means that the door can be opened with very little effort. However, two Bowden cables are still fitted which provide a mechanical connection between the door lock and the interior/exterior door handle. To open the door via this mechanical connection (e.g. in the event of messages or manual release if a microswitch or control motor fails), the interior door handle must be pulled out much further than the normal angle twice. In the event of a complaint, it is only possible to open the door using the exterior handle after the lock cylinder or the interior handle has been activated.

Production Solution

Door lock manufacturing process optimized.

Service

Before replacing the door lock, check whether the complaint may be due to incorrect operation. If necessary, please explain the functions of the door lock to the customer with reference to the Owner's Manual.

Clarify the details of the complaint together with the customer to narrow down the cause:

The event memory entry is also logged for the following user profile:

- Is the interior door handle pulled too quickly or pulled past the end stop? This can result in messages, or faults without there being a problem with the door lock.
- Does the door open if you pull the interior handle twice? Does the door then open again if the exterior handle is used? If so, there is no fault with the door lock.
- Also note the corresponding information in the Owner's Manual, Workshop Manual and Guided Fault Finding (GFF).

An SoST film regarding the operating concept / incorrect operation / messages is available; please also refer to this video.

For every complaint, read out the event memory in the control unit and erase them as appropriate.

- Please check whether there are event memory entries for the affected door. Erase event memory entries, switch the ignition off and on again, open and close the door, and then check whether faults are still logged in the event memory. Can the door then be opened/closed in the usual way? If the event memory entry has not been logged again, the door lock is OK.

Then carry out a mechanical inspection of the following components.

- Check the electrical wiring and the mechanical Bowden cables at the door lock and interior/exterior door handles for damage or irregularities (e.g. twisting, incorrect routing, traces of water or ice, stiffness). Replace the affected component if necessary.
- Also check whether the exterior door handle returns to the flush original position (rest position) after it is operated. If it does not, modify (TSB 2060196: *57 Exterior door handles do not return to the zero position*) or replace door handle.
- Also check door setting for ease of movement and correct closing and adjust if necessary.

Note

For vehicles with a mechanical exterior door handle and convenience key (Figure 1; sensor on the door handle), be aware of the possibility of incorrect operation by the customer:

To lock the vehicle, close the door and touch the sensor on the door handle once. Do not take hold of the door handle when doing so, otherwise the vehicle will not be locked. Once the doors have been locked, they cannot be opened again immediately. This will enable you to check that the doors are properly closed.

When opening the doors, care must be taken not to touch the sensor on the exterior door handle at the same time (e.g. with the thumb), as otherwise the vehicle will be locked again → incorrect operation by the user.

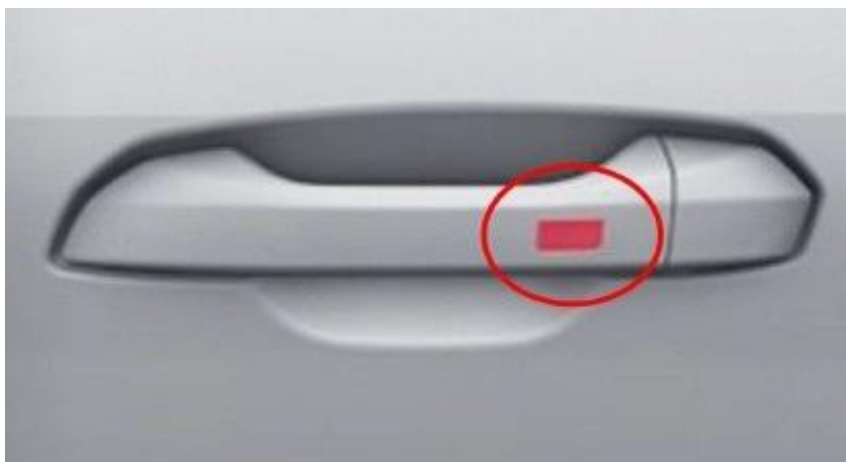


Figure 1. Convenience key sensor on door handle.

If the complaint persists / the event memory entry is still logged after the checks have been performed, proceed according to Guided Fault Finding and work through the steps described.

Please also note the other TSBs that are displayed for the customer complaint.

Replacing parts or attempting repairs without taking this TSB into account will not fix the problem. Unjustified work/replacement parts will be charged back. In this case, invoicing under warranty is not permitted.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5717 Door lock front 5817 Door lock rear		
Damage Code:	0040		
Labor Operations:	Check 1-4 door handles	5711 0199	10 TU
	Front door trim panel remove + reinstall	7059 1900	See SRT with associated operations
	2 Front door trim panel remove + reinstall	7059 2000	See SRT with associated operations
	Check 1 front Bowden cable and wiring	5719 0199	10 TU
	Check 2 front Bowden cables and wiring	5719 0299	20 TU
	Door lock front left remove + reinstall	5717 1950	See SRT with associated operations
	Door lock front right remove + reinstall	5717 1951	See SRT with associated operations
	2 Door lock front remove + reinstall	5717 2099	50 TU + 70592000

2 Door lock front remove + reinstall (Q8 e-tron, e-tron)		120 TU + 70592000
2 Door lock front remove + reinstall (A7)		170 TU + 70592000
Rear door trim remove + reinstall	7073 1900	See SRT with associated operations
2 Rear door trims remove + reinstall	7073 2000	See SRT with associated operations
Check 1 rear Bowden cable and wiring	5819 0199	10 TU
Check 2 rear Bowden cables and wiring	5819 0299	20 TU
Door lock rear remove + reinstall	5817 1950	See SRT with associated operations
Door lock rear remove + reinstall	5817 1951	See SRT with associated operations
2 Door lock rear remove + reinstall	5817 2099	50 TU
GFF	0150 0060	Time stated on the diagnostic protocol
Charge battery	2706 8950	See SRT with associated operations
Claim Comment: As per TSB 2063236/9		

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.

Additional Information

More information on this system can be found in the following resources:

- Owner's Manual: Chapter "Opening and closing".
- SSP 970293: *The 2019 A8 Electrical and Electronic Systems*.
- SSP 990493: *The 2019 A8 Introduction*.
- SSP 990393: *The 2019 A8 Driver Assistance Systems*.

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

- TSB 2060196: *57 Exterior door handles do not return to the zero position*.

All part and service references provided in this TSB (**2063236**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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