

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.	2063236/11
Level	EH
Status	Released for publishing
Release date	Oct 7, 2025

Diagnostic trouble codes

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

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
	implausible signal		
00BC - Rear passenger side door electronics	B122D29: Lock unit for central locking implausible signal		Intermittent

New customer code

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

Vehicle data

Audi Q6 e-tron

Sales types

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

Audi e-tron/Q8 e-tron

Sales types

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

Audi e-tron 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		*	*	*

Audi A8

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		*	*	*

Audi Q5

Sales types

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

Audi A6

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		*	*	*

Audi A5

Sales types

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

Audi A7

Sales types

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

Audi Q8

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4MN*	2021	A		*	*	*
4MN*	2022	A		*	*	*

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

Audi A6 e-tron

Sales types

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

Documents

Document name
master.xml
convenience_key_sensor_b.jpg

Condition

REVISION HISTORY		
Revision	Date	Purpose
11	-	Revised header (add Models) Revised condition (added labor operations)
10	05/22/2025	Revised header (add diagnostic trouble codes) Revised <i>Condition</i> (Add note)
9	05/09/2025	Revised <i>Service</i> (Add note)

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 (intermittent/static) 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

1. Door lock function and operating concept

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.

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.

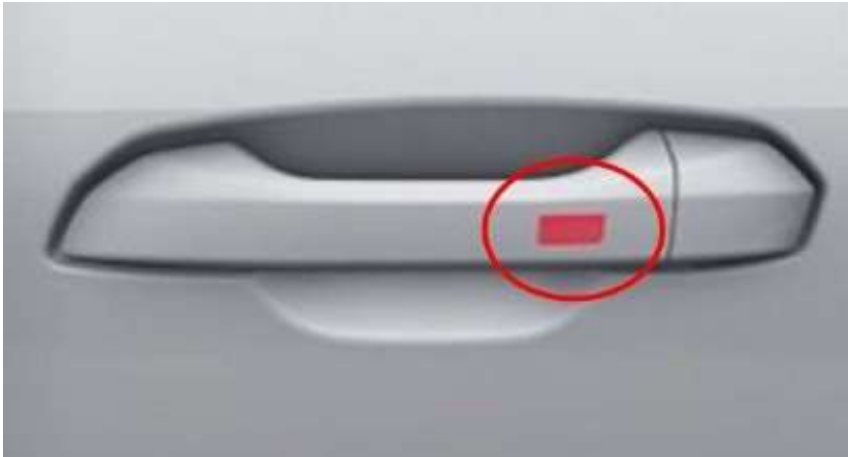


Figure 1. Convenience key sensor on door handle.

2. Check and diagnosis of the door lock

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 entries are still logged in the event memory. Can the door then be opened/closed in the usual way? Then, if necessary, continue with **“Resistance measurement at door lock”** to narrow down the cause of the complaint.

Resistance measurement at door lock

Please measure the resistance on the installed door lock between pin 2 and pin 4 (see image 2 below) using a multimeter. To do this, the lock must be in temporary crash redundancy mode. This is initiated by removing the connector from the lock and firmly pulling the interior door handle twice.

Part 1 shows the illustration of the connector for the right door lock (see Figure 2, left side).

Part 2 shows the illustration of the connector for the left door lock (see Figure 2, right side).

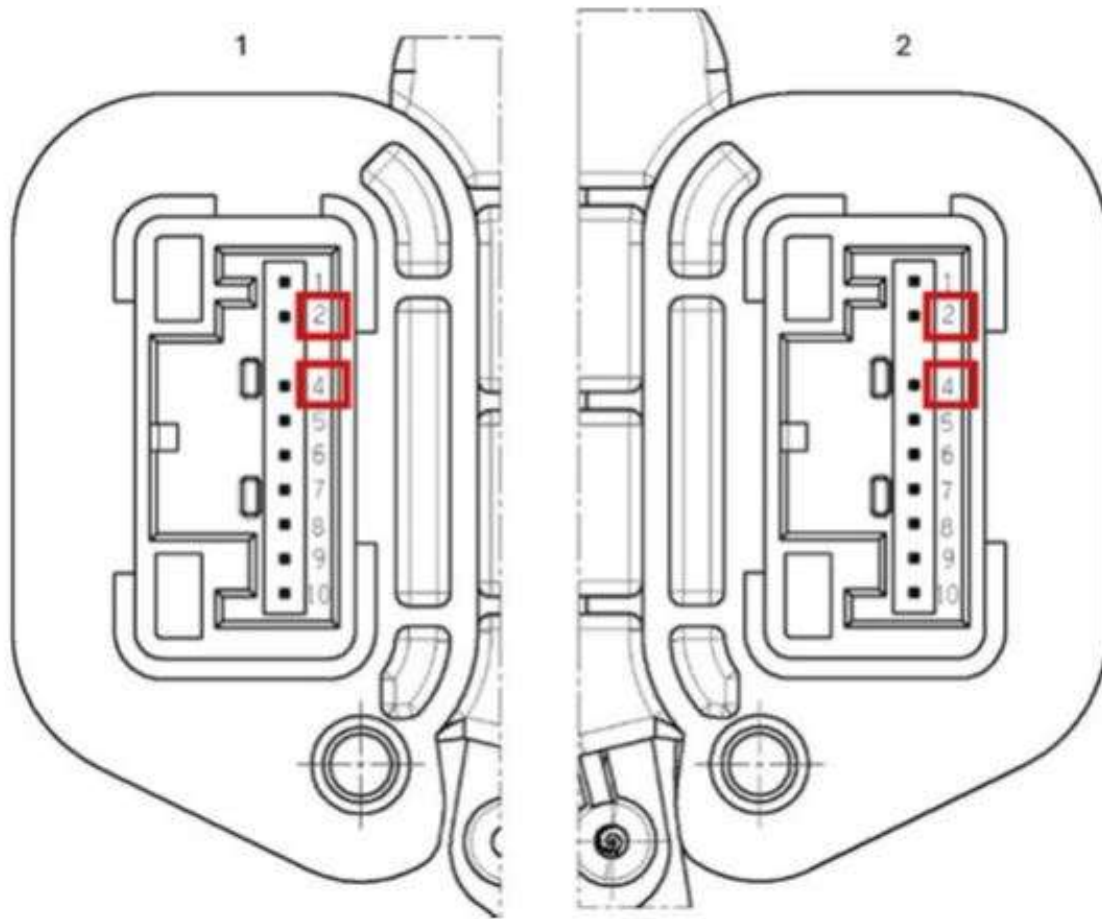


Figure 2. The door lock connectors are illustrated above.

The expected acceptable values are:

Temporary crash redundancy (TCR) (without operating door handles): **1000 ohms**

A measured value of 1000 ohms means that the lock is in TCR mode (lock can only be opened mechanically). If the value is not 1000 ohms, please pull the interior door handle twice again as far as the stop and repeat the measurement.

Switch for interior door handle = IDH

Switch for exterior door handle = EDH

IDH + TCR (operating interior door handle only): **382 ohms**

The following measurements are only for vehicles with curved door handles (e.g. Q6 e-tron and Q5 type GU):

EDH + TCR (operating exterior door handle only): **212 ohms**

IDH + EDH + TCR (operating interior and exterior door handles simultaneously): **158 ohms**

Measurement tolerance +/- 1% in each case.

Then close the door, open it again and repeat the measurement. Instead of TCR 1,000 ohms, OL (open load) is now measured.

If the results differ from the expected values and are outside the measurement tolerance range, please replace the affected door lock.

If the results correspond to the expected values, please check the lock wiring according to Guided Fault Finding and the current flow diagram. If this is OK, continue with **point 3**.

3. Mechanical check of components

Please check the mechanical Bowden cables at the door lock / at the interior/exterior door handle for damage or irregularities (e.g. twisting, incorrect routing, traces of water or ice, stiffness; compare the length of the Bowden cable to another vehicle if necessary). Replace the affected component if necessary.

Also check door setting for ease of movement and correct closing and adjust if necessary.

Only perform the following check for vehicle models listed in TSB 2060196:

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) or replace door handle.

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

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
	Measure 2 front door locks	5717 0499	10 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
	Measure 2 rear door locks	5817 0499	10 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	Labor according to the diagnostic log
	Claim Comment: As per TSB 2063236/11		

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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