



# Technical Service Bulletin

---

## 57 DTC B132E29 and B132F29 stored in the door control modules

57 19 55 2054419/1 March 26, 2019.

| Model(s)           | Year | VIN Range | Vehicle-Specific Equipment |
|--------------------|------|-----------|----------------------------|
| A6, A7, A8, and Q8 | 2019 | All       | Not Applicable             |

## Condition

### Customer states:

- One of the doors doesn't open from the outer handle when it is below freezing outside. This can affect left or right doors and also the front or rear doors.
- The door lock system warnings may appear in the cluster as well as possibly driver assistance warning and parking brake warnings in the cluster.

### Workshop findings:

The following DTC's may be stored in either the driver door control module, J386 (address word 0042) or the front passenger door control module, J387 (address word 0052):

- **DTC B132E29** (Switch for inside door handle Implausible signal).
- **DTC B132F29** (Switch for outside door handle Implausible signal).



### Note:

If the above faults are not stored, then this bulletin is not applicable. The vehicle may also have faults related to this concern stored in several other modules due to the door handle implausible signal stored.

## Technical Background

Due to some manufacturing residue left on the cable, water is allowed to enter the Bowden cable attached to the door lock, which can freeze and not allow the door to unlock. Once the vehicle is brought in the shop for a short period of time or left in overnight, you may not be able to reproduce this concern. It happens frequently when it is cold outside and the vehicle has been taken through a carwash. If the faults are stored, you can proceed with this bulletin without reproducing the concern.

## Production Solution

Not applicable.

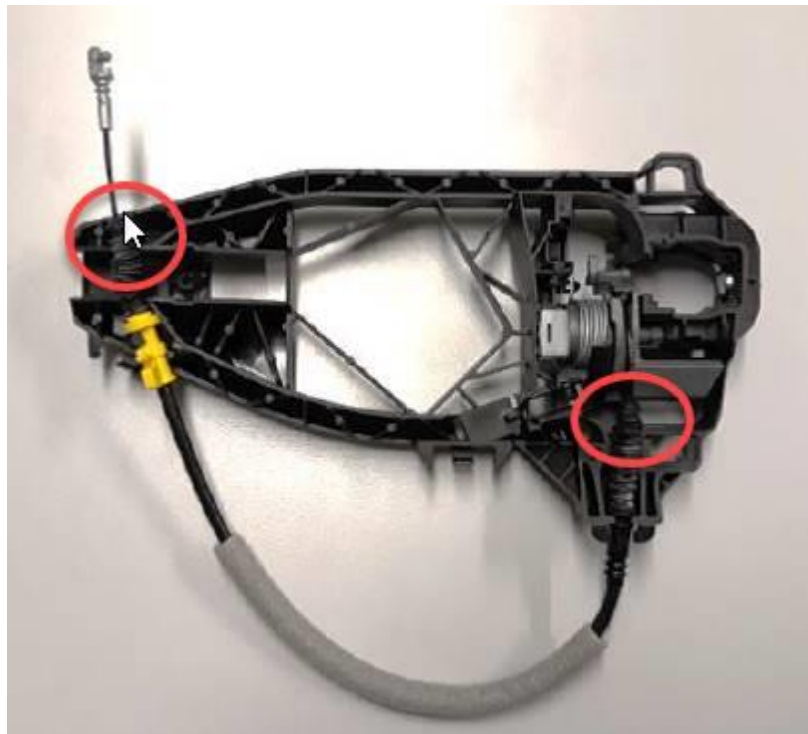


# Technical Service Bulletin

---

## Service

1. Gain access to the Bowden cable for the affected door and remove it. It is possible to have water entry on both ends of the cable as shown in Figure 1.



**Figure 1.** Remove Bowden cable.



# Technical Service Bulletin

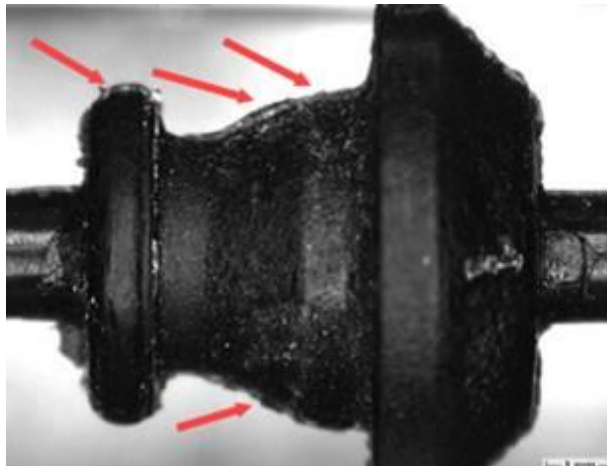
---

2. With the cable removed, you will need to separate the boot from the cable retainer (Figure 2).



*Figure 2. Separate the boot from the cable retainer.*

3. In Figures 3 and 4, you can see the burrs that need to be removed from the retainer. They can be removed with a razor knife.



*Figure 3. Burrs that need to be removed.*



# Technical Service Bulletin

---



**Figure 4.** Burrs that need to be removed.

4. Apply the grease to both retainers on the cable. Only part number G 000 450 02 is to be used for this application (Figure 5).



**Figure 5.** Apply the grease.



# Technical Service Bulletin

5. After applying the grease, the grommet can be pushed back onto the retainers. The grease should start to come out of the end of the grommet (Figure 6).



**Figure 6.** Grease should peek out of the grommet.

6. Reassemble the Bowden cable assembly back to the door latch assembly and reassemble the vehicle per the repair manual. Clear any faults that were stored in relation to this concern.

## Warranty

|                          |                                                                                                                                                                                                                                                     |              |                                                |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |                                                |
| <b>Service Number:</b>   | 5719                                                                                                                                                                                                                                                |              |                                                |
| <b>Damage Code:</b>      | 0010                                                                                                                                                                                                                                                |              |                                                |
| <b>Labor Operations:</b> | Cable remove + reinstall                                                                                                                                                                                                                            | 5719 1950    | See SRT                                        |
|                          | Front door trim panel remove + reinstall                                                                                                                                                                                                            | 7059 1900    | See SRT                                        |
| <b>Diagnostic Time:</b>  | GFF – Checking                                                                                                                                                                                                                                      | 0150 0000    | Time stated on diagnostic protocol (Max 25 TU) |
|                          | Road test prior to the service procedure                                                                                                                                                                                                            | No allowance | 0 TU                                           |
|                          | Road test after the service procedure                                                                                                                                                                                                               | No allowance | 0 TU                                           |
| <b>Claim Comment:</b>    | As per TSB #2054419/1                                                                                                                                                                                                                               |              |                                                |



# Technical Service Bulletin

---

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

| The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers! |                                                                    |               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------|
| Part Number                                                                                                                                                   | Part Description                                                   | Quantity      |
| See ETKA                                                                                                                                                      | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |
| G 00045002                                                                                                                                                    | Grease                                                             | .1            |

## Additional Information

All parts and service references provided in this TSB (2054419) are subject to change and/or removal.

©2019 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.