



Technical Service Bulletin

57 Front or rear door lock is not locking, w/o function and/or fault messages in DIS, DTC(s) B122D29, B14FF29 or B122B13

57 24 31 2063236/5 February 15, 2024. Supersedes Technical Service Bulletin Group 57 number 23-09 dated June 7, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, and Q8	2019 – 2024	All	Not Applicable
e-tron quattro	2019 2021 – 2024		
A6 allroad, S6, S7, S8, e-tron Sportback quattro, SQ8, and RS Q8	2020 – 2024		
A8 e quattro	2020 – 2021		
RS 6 Avant, and RS 7	2021 – 2024		
A7 e quattro	2021 – 2022		
e-tron S, e-tron GT, and RS e-tron GT	2022 – 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Add model years) Revised <i>Production Solution</i> (Modify production solution) Revised <i>Service</i> (Modify tip, remove question) Revised <i>Warranty</i> (Add labor operations, modify labor operations)
4	06/07/2023	Revised header (Remove model year) Revised <i>Production Solution</i> (Add countermeasure timing) Revised <i>Service</i> (Remove electrical measurements)



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		Revised <i>Warranty</i> (Change service numbers, damage codes, labor operations) Revised <i>Required Parts and Tools</i> (Remove tools) Revised <i>Additional Information</i> (Remove TSBs)
3	06/08/2022	Revised header (Added model year) Revised <i>Service</i> (Changed wording)

Customer states:

- The front and/or rear doors cannot be opened from the outside or the inside.
- Fault messages for the front and/or rear doors appear in the driver information system (DIS) (e.g., for exit warning, central locking, child safety lock).
- The doors are locked but one of the doors can be opened without a key.
- The front and/or rear doors closing assist is inoperative or intermittently not operating.

Workshop findings:

One or more of the following DTC(s) may be stored in the driver's door control module, -J386- (address word 0042), passenger's door control module, -J387- (address word 0052), rear driver side door control module, -J926- (address word 00BB) or rear passenger side door control module, -J927- (address word 00BC):

Driver's door control module, -J386- (address word 0042):

- **DTC B122D29** (Lock unit for central locking Implausible signal).
- **DTC B122B13** (Central locking motors Open circuit).

Passenger's door control module, -J387- (address word 0052):

- **DTC B122D29** (Lock unit for central locking Implausible signal).
- **DTC B122B13** (Central locking motors Open circuit).

Rear driver side door control module, -J926- (address word 00BB):

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

Rear passenger side door control module, -J927- (address word 00BC):

- **DTC B122D29** (Lock unit for central locking Implausible signal).



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- **DTC B14FF29** (Child safety lock motor Implausible signal).
- **DTC B122B13** (Central locking motors Open circuit).

Technical Background

The Audi A8 (D5) is equipped with fully electric door locks (aka “e-lock”). The micro switches are located at the inner and outer door handles. The Audi A6/A7 (C8), Q8, Audi e-tron and e-tron GT models are equipped with semi-electric door locks. The micro switches are integrated into the door locks and are not located at the door handles.

The main difference between fully and semi-electric door locks is the location of the micro switches.

The request to open the door from the inner or outer door handle is transmitted electrically from the respective micro switch to the door control module. The door control module triggers an electric motor within the door lock, which releases the rotary latch, opening the lock. The door can be opened with very little effort.

In addition, two Bowden cables are used to provide a mechanical connection between the door lock and the inner/outer door handles. To open the door mechanically from the inside (in the event of an electrical malfunction), the inner door handle must be pulled twice past the normal angle of operation. Opening the door mechanically from the outside handle is only possible after the door lock cylinder or the inner door handle were operated.

Production Solution

Improved door locks in series production.

Service



Tip: For customer concerns described in this TSB, do not replace the door lock immediately!

1. Determine if the concern is caused by incorrect operation.
2. Explain the functions of the electric door lock to the customer with reference to the Owner's Manual:



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The following questions are helpful to determine if an incorrect operation is causing the concern:

- Is the inner door handle pulled too quickly or pulled all the way to the stop?
 - Does the door open if you pull the inner door handle twice? Afterward, can you open the door with the outer door handle?
 - How does the vehicle behave compared to a similar vehicle?
3. The corresponding information in the Owner's Manual, Repair Manual, in Guided Fault Finding, and in TSB(s) should also be considered.
4. For further information, please review the information video regarding door handle operation at <https://audi-external.kzoplatform.com/player/medium/2084964271170524781>.



Figure 2. QR code for viewing the supporting video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet browsers at the link provided in this bulletin.

5. Interrogate the door control module fault memory of any affected door(s).
6. Delete fault memory if any of the DTC(s) are stored. Perform ignition cycle. Open and close the affected door(s).
7. Re-check the fault memory of affected door control module(s).
8. If the DTC(s) do not return and the door(s) can be opened/closed as designed the door latch is OK.



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9. If the DTC(s) return and/or the door latch does not operate as designed, inspect the door wire harness and the Bowden cables, especially the connections at the door lock and the inner and outer door handles for any issues (twisting, loose connection, routing, damage, traces of water/ice, stiffness, etc.).
10. Replace any defective components as necessary.
11. Check if the outer door handles return flush to the zero/rest position.
12. If they do not, follow TSB 2060196: *57 Exterior door handles do not return to the zero position* to modify the outer door handles as necessary.
13. Check if the doors open/close freely and latch/unlatch smoothly.
14. Adjust the striker plate, door alignment, and/or door hinges as necessary.



If the customer complaint can be reproduced after performing the above steps, replace the door latch.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside 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



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	2 Front door trim panel remove+reinstall	7059 2000 (All but e-tron GT)	See SRT with associated operations
		7059 2099 (e-tron GT only)	60 TU
	Check 1 front Bowden cable	5719 0199	10 TU
	Check 2 front Bowden cables	5719 0299	20 TU
	Door lock front remove+reinstall	5717 1950	See SRT with associated operations
	2 Door lock front remove+reinstall	5717 2099	50 TU
	Rear door trim remove+reinstall	7073 1900	See SRT with associated operations
	2 Rear door trims remove+reinstall	7073 2000 (All but e-tron GT)	See SRT with associated operations
		7073 2099 (e-tron GT only)	60 TU
	Check 1 rear Bowden cable	5819 0199	10 TU
	Check 2 rear Bowden cables	5819 0299	20 TU
	Door lock rear remove+reinstall	5817 195X	See SRT with associated operations
	2 Door lock rear remove+reinstall	5817 2099	50 TU



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Diagnostic Time:	GFF	0150 0060	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2063236/5		

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

Tool Number	Tool Description
VAS 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)

Additional Information

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

- QR Code video: SoST_0008: Operating the door handle.
- 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 2039206, *00 How to watch TSB videos*.
- 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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