Connection offline

Technical Service Bulletin Transaction No.: **2079747/2**

57 Various complaints about front or rear door locks Release date: Jun 30, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6, A6 allroad, S6, RS 6 Avant, A7, S7, A8, S8, Q8, and SQ8	2021 – 2025	All	Not applicable
e-tron, and e-tron Sportback	2021 – 2023		
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
RS e-tron GT	2022 – 2025		
e-tron GT	2022 – 2024		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron,	2024		
A5, S5 (FU), A6 Sportback e-tron, S6 Sportback e-tron, S e-tron GT, Q5, Q5 Sportback, SQ5, SQ5 Sportback (GU), Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, SQ6 Sportback e-tron, and RS Q8	2025		

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised *Condition* (Added model table) Revised *Warranty* (Updated labor operations)
1	10/21/2025	Initial publication

Customer statement:

Front or rear door cannot be opened from the outside or the inside. Messages related to the front or rear doors (e.g. regarding the exit warning system or central locking system) are displayed.

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 more of the following event memory entries (intermittent/static) are logged:

- **B122D29:** Lock unit for central locking - implausible signal.
- **B122B13:** Motors for central locking - open circuit.
- **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 (applies to vehicles with mechanical exterior door handles). 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, open the door using the exterior handle after the **lock cylinder via key blade 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 entries listed (see “Workshop findings”) can also occur with the following usage 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 in the door lock.

Also note the corresponding information in the Owner’s Manual, Workshop Manual and Guided Fault Finding (GFF).

Note

For vehicles with a mechanical exterior door handle and convenience key (sensor on the door handle, see Figure 1), 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.

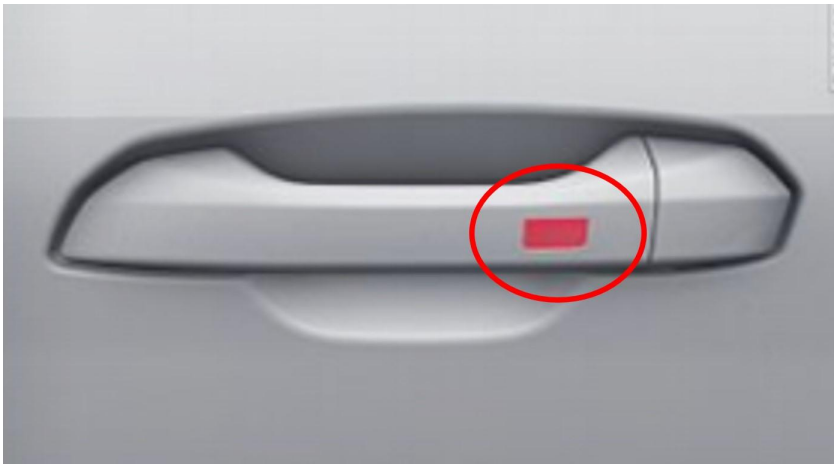

Figure 1. *Touch sensor on the mechanical exterior door handle.*

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 Figure 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).

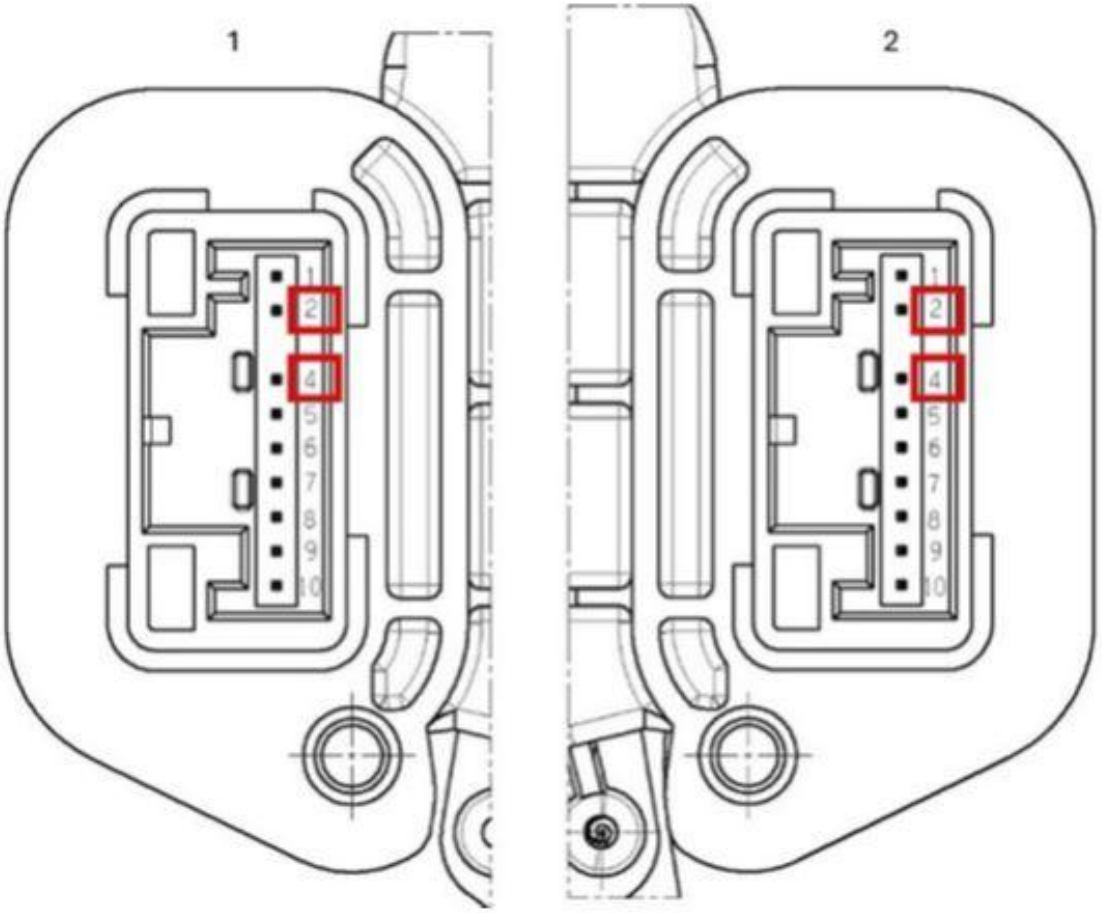

Figure 2. *Connector for the door lock.*

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 the door setting for ease of movement and correct closing then 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, *57 Exterior door handles do not return to the zero position*) 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:	Front door lock: 5717 Rear door lock: 5817		
Damage Code:	0040		
Labor Operations:	Check 1 - 4 door handles	5711 0199	10 TU
	Remove and install front door trim	7059 1900	See SRT with associated operations
	Remove and install 2 front door trims	7059 2000	See SRT with associated operations
	Check 1 front Bowden cable and wiring	5719 0199	10 TU + 7059 1900
	Check 2 front Bowden cables and wiring	5719 0299	20 TU + 7059 2000
	Measure 1 front door lock	5717 0399	5 TU + 7059 1900
	Measure 2 front door locks	5717 0499	10 TU + 7059 2000
	Remove and install front door lock	5717 19xx	See SRT with associated operations
	Remove and install 2 front door locks	5717 2099	50 TU + 7059 2000
	Q8 e-tron, e-tron: Remove and install 2 front door locks	5717 2099	120 TU +7059 2000
		5817 2099	160 TU + 7059 2000
	A7: Remove and install 2 front door locks	5717 2099	170 TU +7059 2000

	Remove and install rear door trim	7073 1900	See SRT with associated operations
	Remove and install 2 rear door trims	7073 2000	See SRT with associated operations
	Check 1 rear Bowden cable and wiring	5819 0199	10 TU + 7073 1900
	Check 2 rear Bowden cables and wiring	5819 0299	20 TU + 7073 2000
	Measure 1 rear door lock	5817 0399	5 TU + 7073 1900
	Measure 2 rear door locks	5817 0499	10 TU + 7073 2000
	Remove and install rear door lock	5817 19xx	See SRT with associated operations
	Remove and install 2 rear door locks	5817 2099	50 TU + 7073 2000
	Charge battery	2706 8950	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2079747/2		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

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.

Additional Information

All part and service references provided in this TSB (**2079747**) 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.