

Technical Service Bulletin



57 Doors lock without customer input after exiting vehicle

57 10 05 2015226/3 February 5, 2010. Supersedes Technical Service Bulletin Group 57 number 08-14 dated November 26, 2008 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4	2005 – 2006	All	Not Applicable
A6	2005	All	

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (service number)
2	11/26/2008	Revised Title to include Repair Group

After exiting the vehicle the door cannot be opened from the outside. The doors are locked or remain locked in spite of the door having been opened.

Technical Background

This condition can occur from one of the following possibilities:

- **Accidental actuation of the Central Locking Switch during exit:**
When exiting the vehicle, the customer pulls the inner operating lever. During operation of the lever, the central locking switch is depressed inadvertently. As a result, all doors may be locked. The door is closed, and the customer is unaware that the doors are locked.
- **Door lock malfunction:**
The customer has the automatic locking feature (doors and trunk lock automatically above 15 km/h) active. The customer turns off the engine, leaves the key in the ignition lock and exits the vehicle. The customer opens the driver door by pulling the inner operating lever, but does not pull it completely to the end of its travel. The door is opened but the lock is not mechanically disengaged. The door consequently remains locked, the door is closed, and the customer is unaware that the doors are locked.

Production Solution

Improved door locks and door control module software.

Only the improved parts are available.

Service


- **Accidental actuation of the Central Locking Switch during exit:**
 - a. Duplicate the customer's complaint:
 - Lower the door window.
 - Unlock the door with the central locking switch.
 - Open the door by pulling the inner operating lever and at the same time press on the central locking switch.
 - Close the door again.
 - Open the door with the outer handle.
 - If the door cannot be opened with the outer handle, continue with step 2.
 - If it can be opened, continue with the *Door lock malfunction* section of this TSB.
 - b. **A4 Model Year 2005-2006:** Replace the driver's door lock and *both* front door control modules.
 - c. **A6 Model Year 2005:** Replace the driver door lock and reprogram the front door control modules. Use CD part number: "4F0 906 961 S".

Note: A6 front door control modules with the index "C" or "F" cannot be updated and will need to be replaced with the current module.

 - *Before* performing this update, read the current coding of each door control module and write it down. You will need to reenter the original coding in each door control module.
 - Install CD. Go to Vehicle Self Diagnosis and update programming of 42 - Driver's door electronics and 52 - Passenger door electronics. Erase flash-related DTCs in the control modules by selecting the forward arrow after flashing the second module.
 - After the update, reenter the original coding in each door control module.
 - After the coding both front door control modules, control module data must be read and transmitted to SVM. An active network connection and valid GeKo ID is required.

Enter Guided Functions and select: Go to >> Function/component selection >> Software version management (SVM) >> Problem-related hardware and software update >> Direct input: SVM code for problem-related update.

Complete the test plan and enter SVM action code **4F42A002** when requested.

 **Tip:** The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.
- **Door lock malfunction:**
 - a. Duplicate the customer's complaint:
 - Put the key in the ignition lock. Turn ignition on.
 - Lower the driver window.
 - Turn ignition off.
 - Do not remove ignition key but leave it in the ignition lock.
 - Lock the doors with the central locking switch in the driver door.
 - Slowly pull the inner operating lever just enough to release the door but no further.
 - Close the door again and check whether it can be opened with the outer door handle.
 - b. If the door cannot be opened, replace the driver's door lock.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	Use applicable service number		
Damage Code:	0010		
Labor Operations:	Use the appropriate labor operation(s) associated with the necessary repairs as specified in ElsaWeb	XXXX XXXX	XX TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2015226/3		

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

Part Number	Part Description	Quantity
4F0 906 961 S	Update CD	1

Additional Information

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.