

Technical Service Bulletin



57 Door handle touch sensors (Audi advanced key) inoperative

57 14 00 2027353/2 January 21, 2014. Supersedes Technical Service Bulletin Group 57 number 11-52 dated August 17, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009	All	Audi advanced key
A4	2010	A000001 - A169802 N000001 - N065315	
A5	2008 - 2009	All	
A5	2010	000001 - 077701	
A5 Cabriolet	2010	000001 - 024403	
Q5	2009	All	
Q5	2010	000001 - 104008	

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added DTCs) Revised <i>Service</i> (Revised for clarity) Revised <i>Required Parts and Tools</i> (Parts supersession)
1	8/17/2011	Initial publication

- The exterior door handle touch sensors (Audi advanced key) are inoperative on one or several doors.
- The key blade can be used to lock or unlock the vehicle mechanically, and the key remote buttons can be used to lock or unlock the vehicle electronically.
- One or more of the following DTCs may be stored in the access and start authorization control module, J393 (address word 05):
 - **DTC 03285** (Left front exterior door handle touch sensor - short circuit to ground or incorrect signal)
 - **DTC 03286** (Right front exterior door handle touch sensor - short circuit to ground or incorrect signal)
 - **DTC 00192** (Left rear exterior door handle touch sensor - short circuit to ground or incorrect signal)
 - **DTC 00192** (Right rear exterior door handle touch sensor - short circuit to ground or incorrect signal)

Technical Background

Concept-related restrictions:

- Audi advanced key functions can be disabled by interference from nearby transmitters (such as cell phones, wireless headphones, other vehicle keys, etc.) that are using the same frequency range, as no positive identification is possible.
- If the customer attempts to lock the vehicle by touching the lock sensor on the outer side of the handle, but reaches into the door handle simultaneously (triggering the unlock sensor) the door will not lock (Figure 1). When lock and unlock signals are sent from the lock sensor and the unlock sensor at the same time, the unlock signal has a higher priority.

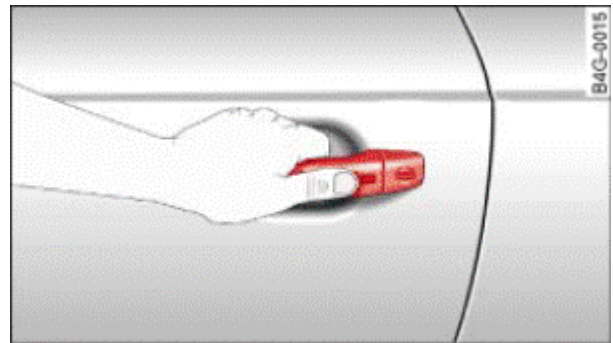


Figure 1. Reaching into door handle while touching the lock sensor.

- The Audi advanced key system needs a short response time for key identification. If the handle is grabbed then quickly pulled, the key may not yet be identified and the door may not unlock.
- The door cannot be unlocked for a short period following the door being locked. This allows the customer time to pull the handle to check that the door has locked.
- To reduce power consumption, the door handle touch sensors are deactivated when the vehicle has been parked for a few days. To reactivate the sensors, the customer must awaken the vehicle by pulling the handle twice to open the door.
- If the vehicle battery is discharged, the energy management system gradually deactivates unnecessary convenience functions, which may include deactivation of Audi advanced key.

System component issues:

- The magnet under the cap of the door handle may not be installed.
- The system may be intermittently inoperative after water (from heavy rain or car wash) has entered the door handle touch sensor rubber sleeve.
- Incorrect touch sensors may be installed.



Tip: If a DTC for any one of the door handle touch sensors is permanently stored into the access and start authorization control module, J393 (address word 05), the Audi advanced key feature will not work for all of the doors.

Production Solution

Optimized door handle touch sensors.

Service

1. Explain the concept-related restrictions to the customer. If the customer issue is not related to these concept-related restrictions, proceed to step 2.
2. Review measured value block 43 in the access and start authorization control module, J393 (address word 05). Check the second bit from the right of the affected door handle (Figure 2) and proceed with the appropriate section below.

Address 05, MVB	
Meas. value	Result
Left front door handle	00000000
Right front door handle	00000010

Figure 2. Second bit from the right in MVB 43.

If the second bit from the right of the affected door handle is always 1:

The handle must be checked for an installed magnet:

1. Pull the affected door handle open and check if the magnet is installed (indicated as "Position 8" in ETKA illustrations) (Figures 3, Figure 4, and Figure 5).
2. If the magnet is missing, install the magnet.

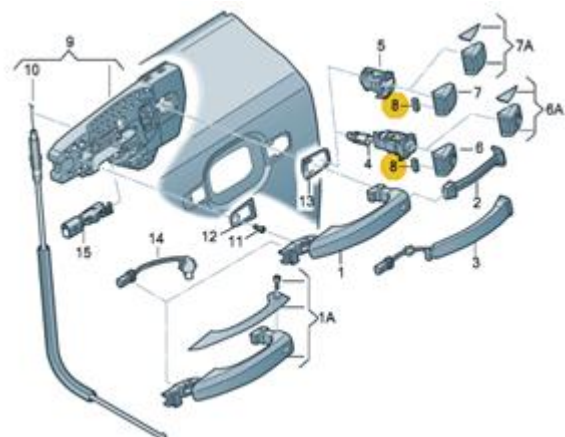


Figure 3. Magnet location in ETKA illustration.

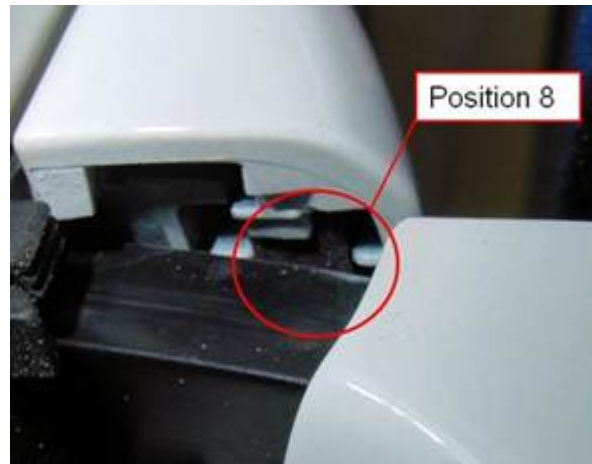


Figure 4. Door handle cap with an installed magnet.

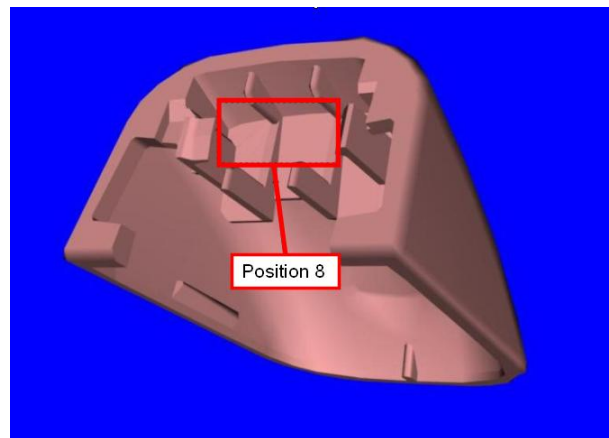


Figure 5. Location for magnet in door handle cap.

If the second bit from the right of the affected door handle *is not* always 1:

1. Use Guided Fault Finding to check the wiring of each door handle for which a DTC is logged in the J393 control module.
2. If there are no problems with the wiring, check in Measured Value Block 43 the locking and unlocking function using Audi advanced key for every door handle.
3. If a door handle does not respond properly, remove the touch sensors (Figure 6) from the door handles to check the part number (Figure 7). During the removal make sure that the sensor is pried out using a screwdriver according to the repair manual.
4. Replace all door handle sensors with part number **8K0927753** or **8K0927753A**. Part numbers **8K0927753B**, **8K0927753C**, **4G8927753** and **4G8927753A** are optimized; do *not* replace them.

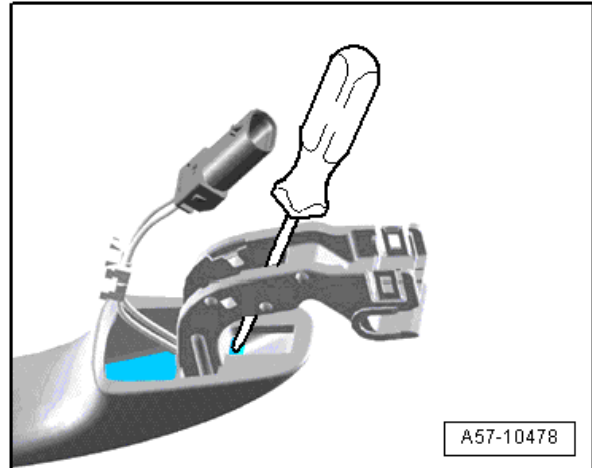


Figure 6. Removal of touch sensor.



Figure 7. Door handle touch sensor part number.

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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:	5711, 5811		
Damage Code:	0040		
Labor Operations:	Lock cylinder remove+reinstall (magnet)	5709 1900	20 TU
	Remove and install passenger magnet	5711 1999	20 TU
	Remove and install 2 front magnets	5711 2099	30 TU
	Remove and install magnet (rear)	5811 1999	20 TU
	Remove and install 2 magnets (rear)	5811 2099	30 TU
	Door handle remove+reinstall (sensor)	5711 1950	10 TU
	2 Door handle remove+reinstall (sensors)	5711 2050	20 TU
	Door handle remove+reinstall (sensor)	5811 1900	20 TU
	2 Door handle remove+reinstall (sensors)	5811 2000	30 TU
Diagnostic Time:	GFF – Checking and clearing fault codes	0150 0000	Time stated on diagnostic protocol (Max 100 TU)
	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 #2027353/2		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
4G8927753	Door handle touch sensor – from MY09 A4, A5, A5 Cabriolet, Q5	1 per door handle
4G8927753A	Door handle touch sensor – MY08 A5	1 per door handle
8T0837343	Door handle magnet	1 per door handle

Additional Information

All parts and service references provided in this TSB (2027353) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.