

Technical Service Bulletin



96 Warning message in DIS: "Key not In vehicle" or "Remote key not recognized"

96 15 03 2039108/3 November 9, 2015. Supersedes Technical Service Bulletin Group 96 number 14-90 dated December 5, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2015 - 2016	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (Added model year) Revised <i>Service</i> (added SVM instructions) Revised <i>Warranty</i> (Added GFF time)
2	12/5/2014	Revised <i>Required Parts and Tools</i> (Updated part number)
1	12/3/2014	Initial publication

- When the key is in the center console storage area under the climate control module, one of the following messages appears in the cluster driver information display:
 - "Key not in vehicle"
 - "Remote key not recognized"
- No relevant DTCs are stored.

Technical Background

The remote key is too close to Aerial 1 for Access and Start Authorization (R138), which is located under the center console storage area, directly under the climate control module.

Production Solution

The location of Aerial 1 for Access and Start Authorization (R138) was changed in series production as well as new parameterization in the Access and Start Control Module addressed the condition.

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Service

- **For vehicles with a production date before January 14, 2015:**
Perform an SVM update and change the location of Aerial 1 for Access and Start Authorization (R138), following the instructions below.
- **For vehicles with a production date of January 14, 2015 or later:**
Perform an SVM update using the instructions below. Do not change the location of Aerial 1 for Access and Start Authorization (R138).

SVM Update Instructions (For all vehicles):

1. Follow all instructions TSB 2011732 *00 Software Version Management (SVM), operating instructions*.
2. Update the Keyless Control Unit (diagnostic address 05) using the SVM action code as listed in the table below if necessary.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q3	8U0909517E	All	8U0909517E	N/A	05A006

Modify location of Aerial 1 for Access and Start Authorization (R138) (For vehicles produced before January 14, 2015):

The location of Aerial 1 for Access and Start Authorization (R138) must be changed:

1. Remove the front storage compartment according to the Elsa Repair Manual (Figure 1).

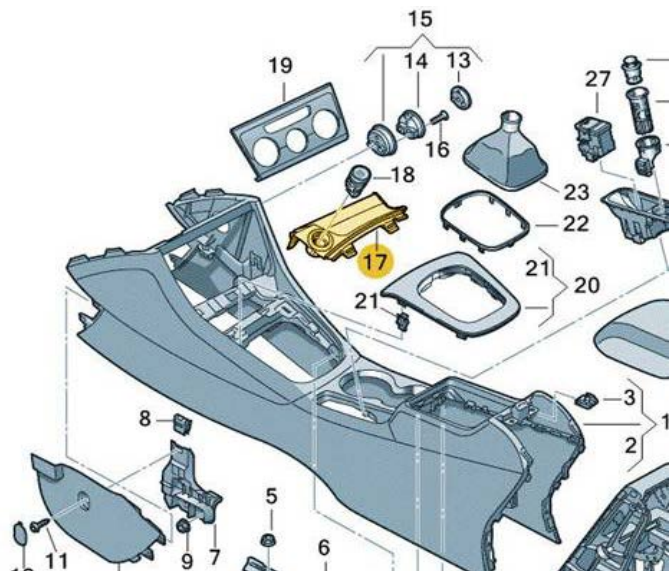


Figure 1. The front storage compartment in the center console (Number 17).

2. Remove the climate control module according to the Elsa Repair Manual.
3. Remove Aerial 1 for Access and Start Authorization (R138).
4. Change the routing of the cable for the Access and Start Authorization button and for Aerial 1. The routing of the wiring harness for the shift gate must also be modified.
5. Using a zip tie with holder (**3D0 971 838 M**) (Figure 2), turn the zip tie by 90° (Figure 3).

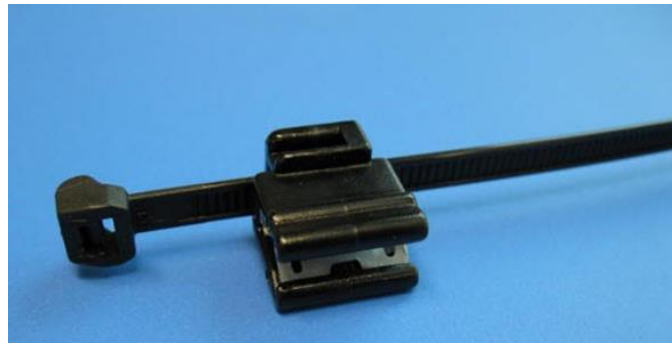


Figure 2. Zip tie with holder.



Figure 3. Zip tie turned by 90°.

6. Attach the zip tie with holder as shown (Figure 4). Do not tighten the zip tie.



Figure 4. The zip tie with holder is installed but not tightened.

7. Remove the two plastic locating pins on Aerial 1 so that no cables can chafe any components (Figure 5).



Figure 5. Removing the plastic locating pins from Aerial 1 (top image), and Aerial 1 with locating pins removed (bottom image).

8. Attach zip ties (N 020 904 8) and the retaining plates for zip ties (000 971 010 A) as shown (Figure 6).

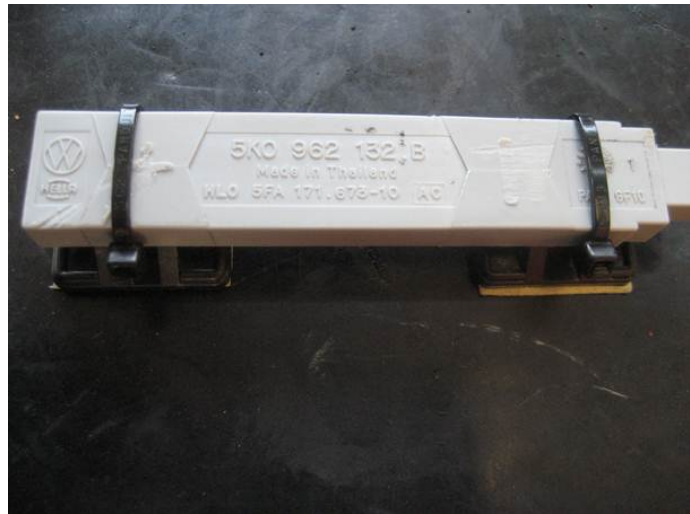


Figure 6. Zip ties with adhesive retaining plates installed on Aerial 1.

9. Prepare the mounting surface by cleaning the marked area with cleaning solution (D 009 401 04) (Figure 7).

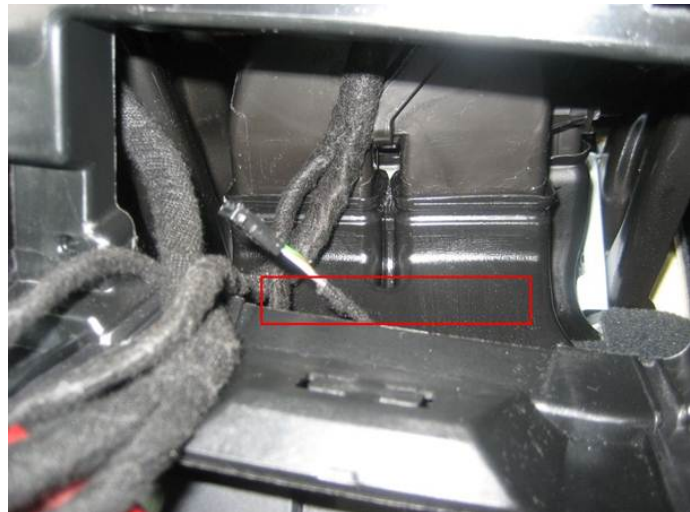


Figure 7. Mounting surface on HVAC ducting to be cleaned.

10. Once the area is dry, attach Aerial 1 to the HVAC ducting (Figure 8).



Figure 8. Aerial 1 mounted on HVAC ducting.

11. Tighten the zip tie and cut off any excess material (Figure 9). Rotate so that the sharp edge of the zip tie will not interfere with any cables in the area.



Figure 9. Zip tie needs tightening.

12. Reinstall the climate control panel and the storage compartment in the center console.

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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:	9667		
Damage Code:	0040		
Labor Operations:	Access/Start system antenna KESSY remove+reinstall	9667 1903	40 TU
	Modify Access/Start system antenna KESSY	9667 1999	50 TU
Diagnostic Time:	GFF	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	0121 0004	10 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 #2039108/3		

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
3D0971838M	Cable binder (zip tie) with clamping base (shop supply)	1
N 0209048	Cable binder (zip tie) (shop supply)	2
000971010A	Retaining plate for cable binder (zip tie) (shop supply)	2
D 00940104	All-purpose cleaner (shop supply)	1

Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732 00 *Software Version Management (SVM), operating instructions.*

All parts and service references provided in this TSB (2039108) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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