

Technical Service Bulletin



57 Door handle touch sensors (Advanced key) inoperative

57 13 86 2027368/3 March 20, 2013. Supersedes Technical Service Bulletin Group 57 number 12-73 dated September 24, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2010	A169802 - A999999 (Ingolstadt) N065315 - N999999 (Neckarsulm)	Advanced key
	2011 – 2014	All	
A5	2010	077701 - 999999	
	2011 – 2014	All	
A5 Cabriolet	2010	024403 - 999999	
	2011 – 2014	All	
RS5	2013 – 2014	All	
RS5 Cabriolet	2014	All	
A6	2012 – 2014	All	
A7	2012 – 2014	All	
A8	2011 – 2014	All	
Q5	2010	104008 - 999999	
	2011 – 2014	All	

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (added model year 2014 & RS5 Cabriolet) Revised <i>Technical Background</i>
2	Sep 24, 2012	Revised header data (Added model year 2013)
1	Aug 18, 2011	Original publication

The exterior door handle touch sensors (Advanced key) are inoperative on one or several doors.

The key blade can be used mechanically (driver door or trunk) or remote electrically (key remote buttons) to unlock and lock the vehicle.

Technical Background

Concept-related restrictions

1. Advanced key functions can temporarily be disabled by interference from transmitters in close proximity to remote key, using the same frequency range (e.g. cell phones, wireless headphones, other vehicle keys etc.) as no positive identification is possible.

2. If the customer reaches into the door handle while touching the lock sensor to lock the vehicle it will not be locked. This is because the unlocking command from the sensor is sent at the same time and has a higher priority.

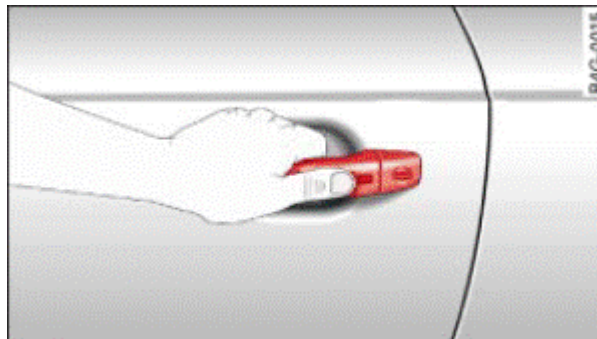


Figure 1. Reaching into door handle while touching the lock sensor.

3. The Advanced key system needs a short response time for the key identification. When grabbing and pulling the door handle very quickly, the key may not yet be identified and the vehicle does not unlock.
4. Unlocking the door after locking it is not possible for a brief period. This allows the customer to check that the door is locked by pulling the handle.
5. To reduce power consumption, the door handle touch sensors are deactivated after the vehicle has been parked for a few days. It is then necessary to first wake the vehicle by pulling the door handle once and then a second time to open the vehicle. In this situation, locking the vehicle with advance key is only possible after an ignition cycle.
6. If the vehicle battery is discharged, the energy management system gradually deactivates unnecessary convenience functions. It is possible that you will temporarily not be able to unlock your vehicle using Advance key.

Production Solution

Not applicable.

Service

Explain the concept-related restrictions to the customer.

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Warranty

This TSB is informational only and not applicable to any Audi warranty.

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.