



Technical Service Bulletin

57 Remote control key inoperative

57 17 38 2017082/13 March 23, 2017. Supersedes Technical Service Bulletin Group 57 number 13-85 dated March 4, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2005 – 2017	All	Not Applicable
A4, A6, A8	2000 – 2017	All	Not Applicable
A5, R8	2008 – 2017	All	Not Applicable
A5 Cab	2010 – 2017	All	Not Applicable
A7	2012 – 2017	All	Not Applicable
TT	2000 – 2015	All	Not Applicable
allroad	2000 – 2017	All	Not Applicable
Q5	2009 – 2017	All	Not Applicable
Q7	2007 – 2017	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
13	-	Revised <i>Service</i> (Updated the procedure for A6, A8, and Q7) Revised header data (Added MY 2016 and 2017)
12	03/14/2013	Republished to correct Elsa display error
11	02/05/2013	Revised header data (Added A6 (4G) and model year 2015 for all vehicles) Revised <i>Service</i> (clarified model codes)

Central locking via remote control does not work either sporadically or permanently. The locks can still be operated manually.



Technical Service Bulletin

Technical Background

- Missing synchronization between the remote control key and vehicle because the battery has been disconnected or the battery of the remote control has been replaced.
- If other senders operate in the same frequency range (mobile phones, TV stations, wireless headphones, baby monitors, other vehicle remote controls, etc.), the remote control key may have been temporarily switched off because a clear identification of the remote control key is not possible. This is necessary to prevent an unintentional unlocking of the vehicle by other unrelated senders.

Production Solution

Not applicable.

Service

1. Perform the synchronization between each remote control key and the vehicle according to the following instructions.

A4 (8D, 8E, 8H) 1996 - 2009:

- a. Open the vehicle mechanically with the key.
- b. Press the unlock button of the remote control key.
- c. Insert the key into the ignition lock and switch on the ignition.
- d. Switch the ignition off again and remove the key.
- e. Press the unlock button or the locking button of the remote control key.
- f. **Model year 2002 or later:** If the synchronization procedure was not successful, adapt the remote control key(s) to the comfort system central control module, J393 (address word 0046), using the VAS Scan Tool. Follow test plan *J393-central control module for comfort system, adapting remote control key via adaptation (channel 21)*. Sometimes following the “erase all memory positions first” test plan produces better results.

R8 (4S) 2008 - 2015, TT (8J) 2008 - 2015, TTR, A3 (8P and 8V) 2005 – 2013 and 2015 - 2016, A6 (4B) 1999 - 2005:

Technical Service Bulletin

- a. Press one of the buttons of the remote control key.
- b. Lock or unlock the vehicle once mechanically with the key.
- c. Press one of the buttons of the remote control key again.
- d. The complete process must not take longer than 30 seconds.
- e. Up to and including model year 2009, if the synchronization procedure was not successful, adapt the remote control key(s) to the comfort system central control module, J393 (address word 0046), using the VAS Scan Tool. Follow test plan *J393-central control module for comfort system, adapting remote control key(s)*. Sometimes following the “erase all memory positions first” test plan produces better results.

From model year 2010, if the synchronization procedure was not successful, adapt the remote control key(s) to the BCM2 vehicle electrical system control unit, J519 (address word 0009), using the VAS Scan Tool. Follow test plan *J519-Vehicle electrical system control module, adapting remote control key(s)*. Sometimes following the “erase all memory positions first” test plan produces better results.

A4 (8K) 2009 – 2016, allroad (8K) 2013 – 2016, A5 (8T) 2008 – 2017, A5 Cabriolet (8F) 2010 – 2017, Audi Q5 (8R) 2009 – 2017, A8 (4H) 2011 – 2017, A6 and A7 (4G) 2012 – 2017:

- a. Press a button on the remote key within the range of the vehicle.
- b. If necessary open the vehicle with the emergency key on the door lock.
- c. Switch the ignition on and off.

A6 (4F) 2005 - 2009, A8 (4E) 2003 - 2010, Audi Q7(4L) 2007 – 2016:

- a. Open the vehicle mechanically with the key.
 - b. Insert the key into the ignition lock and switch on the ignition.
 - c. Switch the ignition off again.
2. If the synchronization does not help, check whether there are any interfering senders nearby.
 3. Check whether there are any interfering senders in the vehicle.
 4. If interference was responsible for the condition, explain the Technical Background to the customer.



Technical Service Bulletin

5. If the synchronization procedure was not successful, adapt the remote control key(s) to the comfort system central control module, J393 (address word 0046), using the VAS Scan Tool. Follow test plan *J393-central control module for comfort system, adapting remote control key via adaptation (channel 21)*. Sometimes following the “erase all memory positions first” test plan produces better results.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2017082) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

©2017 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.