

# Service Action

## Code: 57i3



Audi

**REVISION**

**Subject** Second Transmitter (Key Fob)

**Release Date** March 25, 2022

**REVISION SUMMARY** Updated transmitter claiming part number and part information

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	A4 ALLROAD	23
USA	2022	2022	A4 SEDAN	1,483
USA	2022	2022	A5 CABRIOLET	219
USA	2022	2022	A5 COUPE	29
USA	2022	2022	A5 SPORTBACK	1,899
USA	2022	2022	A6 ALLROAD	242
USA	2022	2022	A6 SEDAN	819
USA	2022	2022	A7	229
USA	2021	2021	A8	335
USA	2022	2022	E-TRON QUATTRO	2,636
USA	2022	2022	E-TRON SPORTBACK QUATTRO	519
USA	2021	2022	Q5	14,384
USA	2021	2022	Q5 SPORTBACK	1,475
USA	2022	2022	Q7	4,075
USA	2022	2022	Q8	1,233
USA	2022	2022	RS5 COUPE	52
USA	2022	2022	RS5 SPORTBACK	137
USA	2022	2022	RS6 AVANT	226
USA	2022	2022	RS7	156
USA	2022	2022	RSQ8	336
USA	2022	2022	S4 SEDAN	123
USA	2022	2022	S5 CABRIOLET	283
USA	2022	2022	S5 COUPE	172
USA	2022	2022	S5 SPORTBACK	581
USA	2022	2022	S6 SEDAN	62
USA	2022	2022	S7	106
USA	2021	2021	S8	26
USA	2021	2022	SQ5	967
USA	2022	2022	SQ5 SPORTBACK	177
USA	2022	2022	SQ7	322
USA	2022	2022	SQ8	277
CAN	2022	2022	A4 ALLROAD	10
CAN	2022	2022	A4 SEDAN	74

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2022 Audi of America, Inc. and Audi Canada. All Rights Reserved.

CAN	2022	2022	A5 CABRIOLET	10
CAN	2022	2022	A5 COUPE	9
CAN	2022	2022	A5 SPORTBACK	81
CAN	2022	2022	A6 ALLROAD	23
CAN	2022	2022	A6 SEDAN	78
CAN	2022	2022	A7	42
CAN	2021	2021	A8	2
CAN	2022	2022	E-TRON QUATTRO	76
CAN	2022	2022	E-TRON SPORTBACK QUATTRO	124
CAN	2021	2022	Q5	1,848
CAN	2021	2022	Q5 SPORTBACK	377
CAN	2022	2022	Q7	418
CAN	2022	2022	Q8	79
CAN	2022	2022	RS5 COUPE	22
CAN	2022	2022	RS5 SPORTBACK	39
CAN	2022	2022	RS6 AVANT	45
CAN	2022	2022	RS7	12
CAN	2022	2022	RSQ8	64
CAN	2022	2022	S4 SEDAN	21
CAN	2022	2022	S5 CABRIOLET	12
CAN	2022	2022	S5 COUPE	40
CAN	2022	2022	S5 SPORTBACK	128
CAN	2022	2022	S6 SEDAN	19
CAN	2022	2022	S7	30
CAN	2021	2022	SQ5	288
CAN	2021	2022	SQ5 SPORTBACK	75
CAN	2022	2022	SQ7	80
CAN	2022	2022	SQ8	33

Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

**About this Service Action**

Certain new vehicle deliveries included one transmitter (key fob) per vehicle instead of two. Audi is providing owners of these vehicles with a second transmitter under this service action.

**Code Visibility**

On or about March 23, 2022, the campaign code was applied to affected vehicles.

**Owner Notification**

Owner notification took place beginning in March 2022 and will take place in waves over the next several months as parts supply permits. Owner letter examples are included in this bulletin for your reference.

**IMPORTANT! A cut key for the second transmitter was provided to owners during delivery for the vehicles included in this service action. Please remind owners to bring their second cut key to their service appointment so it can be installed into the new transmitter. Lost cut keys are not being replaced free of charge under this service action.**

**Campaign Expiration Date**

This campaign expires on **December 01, 2026**. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal costs associated with this work will apply.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

## Parts Information

<b>Parts Control Type:</b> <b>VIN to Order</b>	<ul style="list-style-type: none"> <li>• Please contact the Parts Specialists via email at VWoAPartsSpecialists@vw.com and provide the following: <ul style="list-style-type: none"> <li>○ Dealer Code</li> <li>○ VIN</li> <li>○ Part Number</li> </ul> </li> <li>• A response will be sent within 24 hours and will include the estimated timing of when the order will be placed.</li> <li>• When the order is placed you will receive a notification via email with an estimated delivery date.</li> <li>• Orders will be processed once a day.</li> </ul>
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
ALL	1	4M0-959-754-** ROH or 4N0-959-754-** ROH or 8W0-959-754-** ROH	TRANSMITTER	VIN To Order

**NOTE:**

The transmitter part number must be ordered using ETKA according to the vehicles VIN.  
The part number shipped will end in TKE, instead of ROH.

**! NOTE**

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**! NOTE**

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	57i3		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark TRANSMITTER* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	ALL		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	5785 25 99	Time stated on diagnostic protocol	Program new key
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	4M0959754**TKE or 4N0959754**TKE or 8W0959754**TKE	TRANSMITTER*
	** indicates the part number index as stated in ETKA. Enter the entire part number onto the claim. Do not enter **. (for example, enter 4M0959754 <u>WPTKE</u> )		

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 57i3 - Second Transmitter (Key Fob)**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2021-2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**About this Service Action** Certain new vehicle deliveries included one transmitter (key fob) per vehicle instead of two. Audi is providing owners of these vehicles with a second transmitter under this service action. This work will take about an hour to complete and will be performed for you free of charge.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service. Please bring in all keys associated with your vehicle at the time of your service appointment.

**IMPORTANT! At vehicle delivery, you received a cut key to be installed in a second transmitter once it became available for your vehicle. Please remember to bring this second cut key with you to your service action appointment so your dealer can install it into your new transmitter for you. Lost or misplaced cut keys are not being replaced free of charge under this service action.**

This service action will be available for you free of charge only until December 01, 2026. If you wish to have this service performed after that date, your dealer's normal costs associated with this work will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 57i3 - Second Transmitter (Key Fob)**

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**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule. Please bring in all keys associated with your vehicle at the time of your service appointment.

**IMPORTANT! At vehicle delivery, you received a cut key to be installed in a second transmitter once it became available for your vehicle. Please remember to bring this second cut key with you to your service action appointment so your dealer can install it into your new transmitter for you. Lost or misplaced cut keys are not being replaced free of charge under this service action.**

This service action will be available for you free of charge only until December 01, 2026. If you wish to have this service performed after that date, your dealer's normal costs associated with this work will apply.

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If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?**

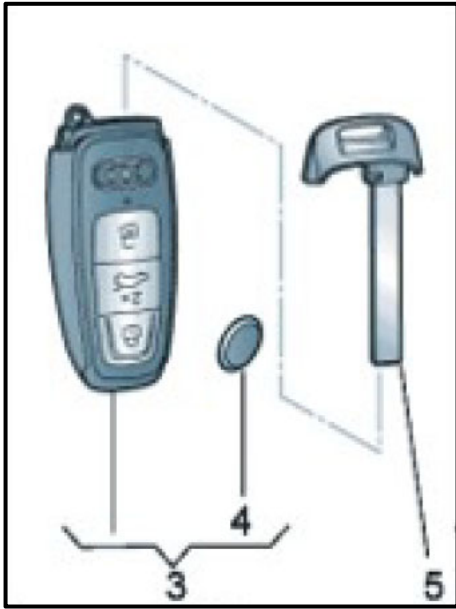
If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Repair Overview



- Program additional vehicle key.

### NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Required Tools



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(or equivalent)



## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

Campaign/Action	Start	Designation
← <b>3</b> →	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

#### CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

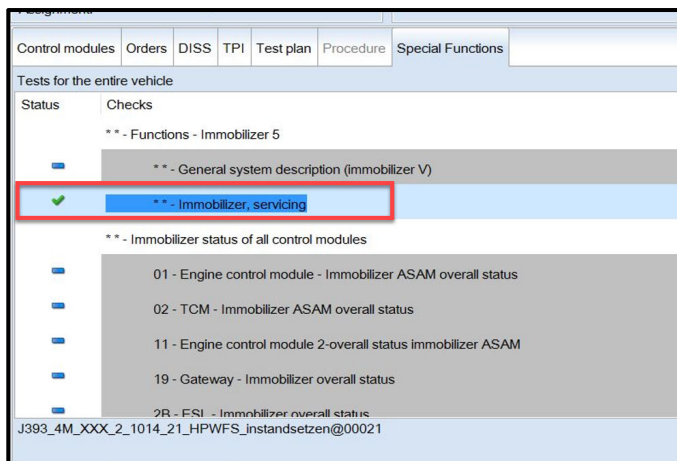
## Section B – Repair Procedure



- Assemble the new key <3> with the customer's existing spare emergency bladed key.

### NOTE

At the time of delivery, customers were provided a new emergency bladed key. Replacement of a lost bladed key is not covered under this action.



- Access the battery charging posts.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) IN POWER SUPPLY MODE to the vehicle battery charging posts.
- Perform a GFF Diagnostic scan.
- Select the Special Functions tab.
- Program the additional key using test plan, "Immobilizer, servicing."
- Follow the on-screen prompts.
- Enter the number of keys to be matched and follow the on-screen instructions.
- After the new key is programmed, exit GFF and send the diagnostic protocol online.

**Proceed to Section C**

## Section C – Campaign Completion Stamp

I certify that this campaign  
has been performed in strict  
accordance with the applicable  
Audi repair procedure.

SAGA Code: \_\_\_\_\_  
Technician: \_\_\_\_\_  
Date: \_\_\_\_\_

Item#: AUD4927ENG

-OR-

Je certifie que cette  
campagne de rappel a été  
exécutée suivant les strictes  
directives de réparation  
d'Audi

Code de SAGA: \_\_\_\_\_  
Technicien: \_\_\_\_\_  
Date: \_\_\_\_\_

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.