



57 Vehicle does not start using the key reader and/or the key is not recognized during immobilizer servicing.

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5 and SQ5	2018 – 2024	All	Not Applicable
Q5 e quattro	2020 – 2024		
Q5 Sportback, and SQ5 Sportback	2021 – 2024		
A3, S3, RS 3, e- tron GT, and RS e-tron GT	2022 – 2024		

Condition

Customer states:

The vehicle does not start when the key has been placed on the reader coil.

Workshop findings:

The customer statement can be reproduced. The vehicle key and/or the immobilizer cannot be adapted to the vehicle. The message “FAZ1552 – Key status invalid” appears during the adaption procedure.

Technical Background

The lining mat with the symbol for the reader coil (Figure 1) has been inserted into the cup holder the wrong way around (e.g. after cleaning).



Figure 1. Reader coil symbol.

As a result, the pictogram showing where to place the key on the reader coil is in the wrong position. This results in the customer being unable to start the car if using the reader coil and/or the technician unable to perform immobilizer servicing during a service visit.

Production Solution



Not Applicable

Service

Please move the lining mat in the cup holder to the correct position.

In the Q5 the pictogram for the reader coil must be in the front left cup holder in the forward position as seen in the direction of travel (figure 2).



Figure 2: Reader coil location in the Q5.



In the e-tron GT, the pictogram for the reader coil must be in the forward front cup holder as seen in the direction of travel, on the right side (figure 3).



Figure 3: Reader coil location in the e-tron GT.



In the A3, the pictogram for the reader coil must be in the forward front cup holder as seen in the direction of travel (figure 4).



Figure 4: Reader coil location in the A3.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2070128**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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