



# Technical Service Bulletin

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## 57 PSS Keyless Entry Does Not Work During Remote Start

57 23 16 2071691/1 October 9, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, R S7, A8, S8, Q5, Q5 e-quattro, SQ5, SQ5 Sportback, Q7, SQ7, and RS Q8	2024	All	Not Applicable

## Condition

**This bulletin applies to 2024 vehicles with remote start via the myAudi application.**

### Customer States:

- Keyless entry does not work if the vehicle was started remotely using the myAudi app.
- Keyless rear hatch operation is not affected.
- The concern is only present while the engine is running (max. 10 minutes) after initiating a remote start.
- The vehicle can be unlocked using the Key Fob at any time.

### Workshop Findings:

- The concern as described can be reproduced.
- No DTCs stored.

## Technical Background

There are functional issues during the engine run time (10 minutes) when the vehicle is started remotely using the remote start function via myAudi.

## Production Solution

Not applicable.



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## Service

1. Explain to the customer that a solution is expected to be available by the end of the first quarter of 2024 (subject to change) and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).



**Tip: During remote start engine run time the doors can still be unlocked using the Key Fob or the buttons inside the vehicle.**

## Warranty

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

## Additional Information

All part and service references provided in this TSB (**2071691**) 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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