



# Technical Service Bulletin

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

57 23 23 2071691/2 November 22, 2023. Supersedes Technical Service Bulletin Group 57 number 23-16 dated October 9, 2023 for reasons listed below.

| 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, RS 7, A8, S8, Q5, Q5 e quattro, Q5, Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8 | 2024 | All       | Not Applicable             |

## Condition

| REVISION HISTORY |            |                               |
|------------------|------------|-------------------------------|
| Revision         | Date       | Purpose                       |
| 2                | -          | Revised header (Added Models) |
| 1                | 10/09/2023 | Initial publication           |

**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.



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- 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.

## 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 parts and service references provided in this TSB (2071691) are subject to change and/or removal.

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