

# Technical Service Bulletin



## 57 Remote key memory not active

57 14 01 2031413/2 May 1, 2014. Supersedes Technical Service Bulletin Group 57 number 12-78 dated October 26, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2005 - 2011	All	Not Applicable
Q7	2007 - 2015	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	4/28/2014	Revised header data (Updated model years; added customer codes) Revised <i>Service</i> (Added ODIS information)
1	10/26/2012	Initial publication

- The seat memory does not work.
- The MMI displays a message that the memory function is not active (Figure 1).



**Figure 1.** MMI message. The exact message may vary from the message pictured here.

## Technical Background

The seat memory control unit can be deactivated due to voltage fluctuations in the vehicle's power system, or from a large static discharge through the seat cover. If the seat memory control unit is deactivated due to either of these influences, the control unit cannot be reactivated through any vehicle controls, vehicle keys, or through the normal GFF test plans. It can only be reactivated with special test plans within the tester.

## Production Solution

Not applicable.

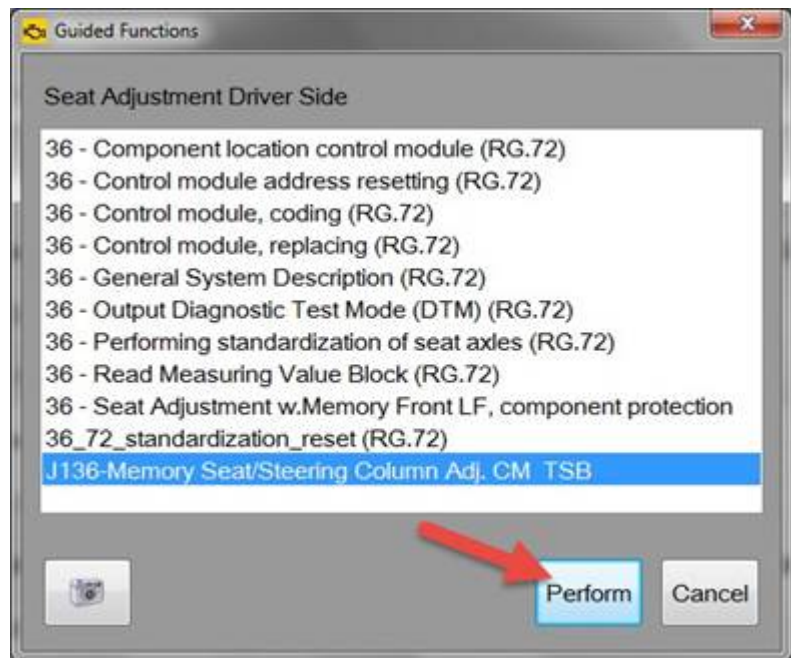
## Service

1. Start Diagnosis in ODIS. Right-click on **Address 36**, then select **Guided Functions** (Figure 2).



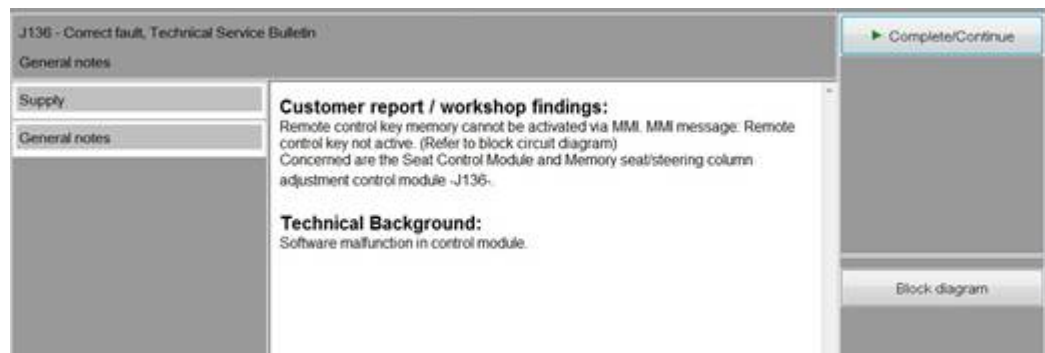
Figure 2. Selecting Guided Functions.

2. In the Guided Functions window, choose **J136-Memory Seat/Steering Column Adj.CM TSB**, then click **Perform** (Figure 3).



**Figure 3.** Performing J136-Memory Seat/Steering Column Adj.CM TSB

3. Follow the test plan to reactivate the remote control memory key (Figure 4).



**Figure 4.** Follow the test plan.

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## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	7293		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Perform test plan to reactivate seat memory control unit	7293 1999	30 TU
<b>Diagnostic Time:</b>	GFF/guided functions	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2031413/2		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Additional Information

All parts and service references provided in this TSB (2031413) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.