

Technical Service Bulletin



57 Remote key memory not active

57 12 78 2031413/1, October 26, 2012.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2005-2011	All	NA
Q7	2007-2014	All	NA

Condition

Customer Complaint:

The seat memory does not work.
The MMI displays that the memory function is not active (Figure 1. - Screen capture is an English translation and contents may not exactly match vehicle in service.)



Figure 1. MMI message: “ Remote keyless entry memory not active” .

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 the above mentioned 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 GFF, and then select *Go to*
>> Complaint Report
>> Technical product information
>> Body >> Function >> Remote control key memory cannot be activated (Figure 2.)

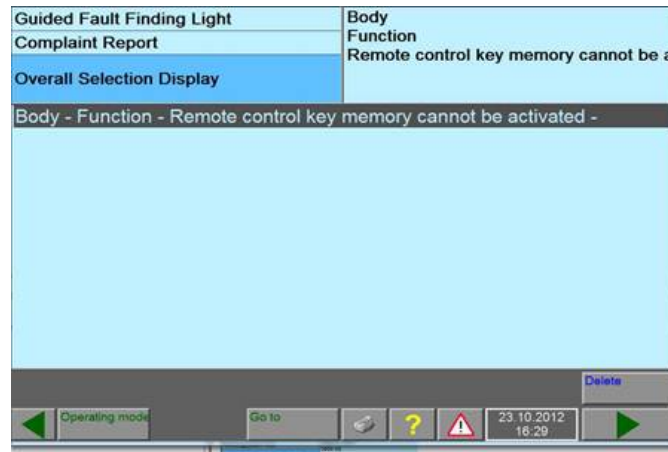


Figure 2. Special test plan activation procedure.

2. Follow the test plan to reactivate the seat memory control unit.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7293		
Damage Code:	0040		
Labor Operations:	Perform test plan to reactivate seat memory control unit	7293 1999	30 TU
Diagnostic Time:	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)		
Claim Comment:	As per TSB #2031413/1		

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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 are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.