

Technical Service Bulletin



57 - Remotes sporadically not recognized

91 12 69 2031664/1 November 12, 2012.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A7	2012	All	Not Applicable

Condition

Customer Complaint:

Customer states one or both of the following:

- While entering the car using Audi Advanced Key, the doors will not unlock.
- When pushing the start button, 'Key Not Recognized' shows in the Driver Information Display.

Workshop Findings:

- No relevant DTCs stored in any modules.
- Battery voltage of keys used by customer is at or above 3.0V.
- Concern may or may not be duplicated.



Note:

This bulletin applies to A7 vehicles *only*.

Technical Background

A portion of A7 production was built with the incorrect antenna amplifiers in the vehicle, which causes sporadic operation of the keyless remote, especially when paired with Audi Advanced Key.

Production Solution

Improved production process to prevent use of incorrect antenna amplifiers.

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Service

1. Remove the rear hatch covers to access both antenna amplifiers on the driver's side of the liftgate (Figure 1.).

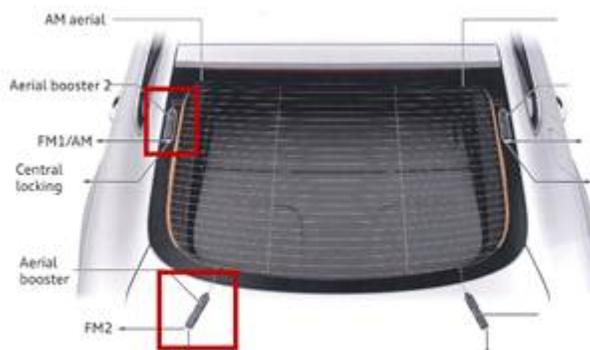


Figure 1. Antenna locations.

2. Verify both part numbers are correct for the vehicle:
 - Aerial Booster 2 (upper): **4G8 035 225**
 - Aerial Booster (lower): **4G8 035 225 A**
3. If either part number is incorrect for the vehicle, replace the incorrect part.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9184		
Damage Code:	0012		
Labor Operations:	Remove tailgate trim panel	7092 1910	20 TU
	Replace upper antenna amplifier (if necessary)	9184 1950	20 TU
	Replace lower antenna amplifier (if necessary)	9184 1900	20 TU

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Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 30 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	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 #2031664/1		

Required Parts and Tools

Part Number	Part Description	Quantity
4G8 035 225	Aerial Booster 2 (upper left)	1 (if necessary)
4G8 035 225 A	Aerial Booster (lower left)	1 (if necessary)

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.