

# Technical Service Bulletin



## 57 Remote control key inoperative

57 13 85 2017082/12 March 4, 2013. Supersedes Technical Service Bulletin Group 57 number 13-82 dated February 5, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2009 – 2015	All	Not applicable
R8	2008 – 2015		
A6	2000 – 2015		
A8	2000 – 2015		
Q7	2007 – 2015		
A4	2000 – 2015		
A3	2005 – 2015		
TT	2000 – 2015		
allroad	2000 – 2005		
A5	2008 – 2015		
A5 Cab	2010 – 2015		
A7	2012 – 2015		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
12	-	Republished to correct Elsa display error
11	2/5/2013	Revised header data (Added A6 (4G) and model year 2015 for all vehicles) Revised <i>Service</i> (clarified model codes)
10	8/22/2011	Revised header data (Added model year 2012 – 2014) Revised <i>Service</i>
9	2/8/2010	Revised header data (Added model year 2011) Revised <i>Service</i>
8	11/9/2009	Revised header data (Added models)
7	6/15/2009	Revised header data (Added Q5)
6	3/30/2009	Revised header data
5	12/9/2008	Revised Title to include Repair Group

Central locking via remote control does not work either sporadically or permanently. The locks can still be operated manually.

## Technical Background

- Missing synchronization between the remote control key and vehicle because the battery has been disconnected or the battery of the remote control has been replaced.
- If other senders operate in the same frequency range (mobile phones, TV stations, wireless headphones, baby monitors, other vehicle remote controls, etc.), the remote control key may have been temporarily switched off because a clear identification of the remote control key is not possible. This is necessary to prevent an unintentional unlocking of the vehicle by other unrelated senders.

## Production Solution

Not applicable.

## Service

1. Perform the synchronization between each remote control key and the vehicle according to the following instructions.

### **A4 (8D, 8E, 8H) 2000 - 2008:**

- a. Open the vehicle mechanically with the key.
- b. Press the unlock button of the remote control key.
- c. Insert the key into the ignition lock and switch on the ignition.
- d. Switch the ignition off again and remove the key.
- e. Press the unlock button or the locking button of the remote control key.
- f. **Model year 2002 or later:** If the synchronization procedure was not successful, adapt the remote control key(s) to the comfort system central control module, J393 (46), using the VAS Scan Tool. Follow test plan *J393-central control module for comfort system, adapting remote control key via adaptation (channel 21)*. Sometimes following the “erase all memory positions first” test plan produces better results.

### **R8, TT, TTR, A3 (8P and 8V), A6 (4B):**

- a. Press one of the buttons of the remote control key.
- b. Lock or unlock the vehicle once mechanically with the key.
- c. Press one of the buttons of the remote control key again.
- d. The complete process must not take longer than 30 seconds.
- e. Up to and including model year 2009, if the synchronization procedure was not successful, adapt the remote control key(s) to the comfort system central control module, J393 (46), using the VAS Scan Tool. Follow test plan *J393-central control module for comfort system, adapting remote control key(s)*. Sometimes following the “erase all memory positions first” test plan produces better results.

From model year 2010, if the synchronization procedure was not successful, adapt the remote control key(s) to the BCM2 vehicle electrical system control unit, J519 (09), using the VAS Scan Tool. Follow test plan *J519-Vehicle electrical system control module, adapting remote control key(s)*. Sometimes following the “erase all memory positions first” test plan produces better results.

**A4 (8K) 2009 – 2015, A5 (8T) 2008 – 2015, A5 Cabriolet (8F) 2010 – 2015, Audi Q5 (8R) 2009 – 2015, A8 (4H) 2011 – 2015, A6 and A7 (4G) 2012 – 2015:**

- a. Press a button on the remote key within the range of the vehicle.
- b. If necessary open the vehicle with the emergency key on the door lock.
- c. Switch the ignition on and off.

**A6 (4F), A8 (4E), Audi Q7:**

- a. Open the vehicle mechanically with the key.
  - b. Insert the key into the ignition lock and switch on the ignition.
  - c. Switch the ignition off again.
2. If the synchronization does not help, check the battery of the remote control. The battery voltage must be 3.0 V or above.
  3. If the battery voltage is below 3.0 V, replace the battery and perform the synchronization again.
  4. Check whether there are any interfering senders nearby.
  5. Check whether there are any interfering senders in the vehicle.
  6. If interference was responsible for the condition, explain the technical background to the customer.
  7. If the synchronization procedure was not successful, adapt the remote control key(s) to the comfort system central control module, J393 (46), using the VAS Scan Tool. Follow test plan *J393-central control module for comfort system, adapting remote control key via adaptation (channel 21)*. Sometimes following the “erase all memory positions first” test plan produces better results.

## Warranty

This TSB is informational only and not applicable to any 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.