

Technical Service Bulletin



57 Remote control key inoperative

57 13 82 2017082/11 February 5, 2013. Supersedes Technical Service Bulletin Group 57 number 11-55 dated August 22, 2011 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 |
| 11 | - | 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 Central Comfort System control module (Address Word 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 Central Comfort System control module (Address Word 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), address word 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 Central Comfort System control module (Address Word 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.