

# Technical Service Bulletin



## 28 Key does not stay or engage in ignition lock

28 13 21 2017555/8 April 19, 2013. Supersedes Technical Service Bulletin Group 28 number 12-19 dated May 1, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2014	All	N/A
A5 / S5	2008 - 2014		
A5 / S5 Cabriolet	2010 - 2014		
Q5	2009 - 2014		
A8	2011	All	With ignition switch (E415)

## Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised header data (Added MY2014 & DTC)
7	5/1/2012	Revised header data (Added model year and A8)
6	12/1/2010	Revised header data (Added model years)
5	2/2/2010	Revised header data (Added VIN breaks) Revised <i>Condition</i> (Added warning message and DTC)
4	5/22/2009	Revised header data to add Q5 and A5 Cabriolet
3	1/14/2009	Revised header data to add MY 2009 A4 and A5
2	11/25/2008	Revised title to include Repair Group

The master key with remote control does not engage or stay in the ignition lock.

- On vehicles without Advanced Key, the remote keys are inoperable.
- On vehicles with Advanced Key:
  - Keyless unlocking/locking using the door handle and keyless opening of the trunk lid using the trunk handle are inoperable.
  - The vehicle cannot be started with the Start/Stop button.
  - The remote keys are inoperable.
- These conditions may be present:
  - The message "ignition lock faulty" may appear in the instrument cluster driver information display.
  - **DTC 00166** (Access/Start Authorization Switch -E415- Incorrect Signal) may be stored in Comfort System Central Control Module J393 (address word 46).

## Technical Background

It is possible that objects have been inserted into the ignition lock, which causes the slide of the ignition lock to become stuck in the rear part of the lock (S-contact position). The stuck slide is not allowed to return to the starting point (0-position).

## Production Solution

Not applicable.

## Service

1. With the ignition lock installed in the vehicle, return the slide to its starting point.
2. Insert your index finger into the ignition lock, gently press the slide to the end stop (max. force 30N, about 5mm), then release, allowing the slide to bounce back.



**Figure 1.** The slide.

3. With your index finger, hold the lower locking latch (Figure 2) and pull the slide out approximately 7mm.



**Figure 2.** The lower locking latch (blue circle).

4. Additionally, light compressed air may be used to blow out dirt or debris from the ignition lock.
5. Please explain to the customer that the problem is caused by inserting unsuitable objects into the ignition lock.

## 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.