

# Technical Service Bulletin

#### 57 Remote key memory not active

57 14 01 2031413/2 May 1, 2014. Supersedes Technical Service Bulletin Group 57 number 12-78 dated October 26, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment	
A6	2005 - 2011	All	Not Applicable	
Q7	2007 - 2015	All	Not Applicable	

# Condition

REVISION HISTORY			
Revision	Date	Purpose	
2	4/28/2014	Revised header data (Updated model years; added customer codes)	
		Revised Service (Added ODIS information)	
1	10/26/2012	Initial publication	

- The seat memory does not work.
- The MMI displays a message that the memory function is not active (Figure 1).



*Figure 1. MMI* message. The exact message may vary from the message pictured here.

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# **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 either of these 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**

 Start Diagnosis in ODIS. Right-click on Address 36, then select Guided Functions (Figure 2).

control mod	ules Resu	ts Orders DISS TSB Test plan Operation Special functions	
Control mos	dule last (60	enties)	
Address	Fault	Name	
10	0	Parking Assistance 2 (10 - Parallel Parking Assistance / Parking Aid) (4L0919475A 0011 PARKHILFE	8K)
13	0	Adaptive Cruise Control (13 - Distance Regulation) (4L0910561A 0160 ABSTANDSREGELUNGH07	Measurement
15	0	Airbag (15 - Airbag 8R.) (4L0910655A 0230 73 AiRBAG AUD(8RH44)	Identify control module
6	0	Steering Column Electronics (16 - Steering Wheel Electronics) (4F0910549B 0830 J0527 )	Select version
7	0	Dash Board (17 - Instrument Cluster expanded ESI) (4L0920985G 0332 KOMBIINSTR )	Check DTC memory
0	0	Cateway /19 - Data Bus Co Board Diagnostic Interface (Cateway/0) (4E09074685 0058 COV-BEM 5	Read all DTC memorie
			Guided Functions
8	0	Camate Control Unit Hear (28 - Rear Camate Control Head) (4L0910158 0060 KLIMASE ) ALTIGUN	Control module OBD
4	0	Ride Control System (34 - Level Control System) (4L0010553J 7860 LUFTFDR-CDC H04)	Vehicle OBD
16	0	Seat Adjustment Driver Side (36 - Seat Adjustment, Driver's Side) (4F0959760D 0065 MEM-FS )	

Figure 2. Selecting Guided Functions.

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 In the Guided Functions window, choose J136-Memory Seat/Steering Column Adj.CM TSB, then click Perform (Figure 3).

Cu Guided Functions	
Seat Adjustment Driver Side	
36 - Component location contr	ol module (RG.72)
36 - Control module address re	esetting (RG.72)
36 - Control module, coding (R	(G.72)
36 - Control module, replacing	(RG.72)
36 - General System Description	on (RG.72)
36 - Output Diagnostic Test Mo	ode (DTM) (RG.72)
36 - Performing standardization	n of seat axles (RG.72)
36 - Read Measuring Value Bl	ock (RG.72)
36 - Seat Adjustment w.Memo 36_72_standardization_reset (	ry Front LF, component protection RG.72)
J136-Memory Seat/Steering C	olumn Adj. CM TSB
-	
000	Perform Cancel

Figure 3. Performing J136-Memory Seat/Steering Column Adj.CM TSB

3. F to	Follow the test plan to reactivate the remote control memory key (Figure 4).	J136 - Correct fault, Technical Service Bulletin General notes			Complete/Continue	
re		Supply	Customer report / workshop findings:			
m 4)		General notes	Remote control key memory cannot be activated via MML MMI message: Remote control key not active. (Refer to block circuit diagram) Concerned are the Seat Control Module and Memory seat/steering column adjustment control module -J136-			
			Software mailunction in control module.	ł	Block diagram	

Figure 4. Follow the test plan.

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# Technical Service Bulletin

### 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 #2031413/2			

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 (2031413) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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