

# Technical Service Bulletin



## 57 Door handle touch sensors (Audi advanced key) inoperative

57 14 04 2027368/4 October 31, 2014. Supersedes Technical Service Bulletin Group 57 number 13-86 dated March 20, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3/S3	2015 - 2016	All	Advanced key
A3 Cabriolet	2015 - 2016	All	
A4/S5	2010	A169802 - A999999 (Ingolstadt) N065315 - N999999 (Neckarsulm)	
	2011 - 2016	All	
A5/S5	2010	077701 - 999999	
	2011 - 2016	All	
A5/S5 Cabriolet	2010	024403 - 999999	
	2011 - 2016	All	
RS5	2013 - 2016	All	
RS5 Cabriolet	2014 - 2016	All	
A6/S6	2012 - 2016	All	
A7/S7	2012 - 2016	All	
RS7	2014 - 2016	All	
A8/S8	2011 - 2016	All	
Q3	2015 - 2016	All	
Q5	2010	104008 - 999999	
	2011 - 2016	All	

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (added A3, Q3, and RS7 models, and model years 2015 and 2016) Revised <i>Technical Background</i> (added A3 and Q3 model information)
3	Mar 20, 2013	Revised header data (added model year 2014 and RS5 Cabriolet)

		Revised <i>Technical Background</i>
2	Sep 24, 2012	Revised header data (Added model year 2013)
1	Aug 18, 2011	Original publication

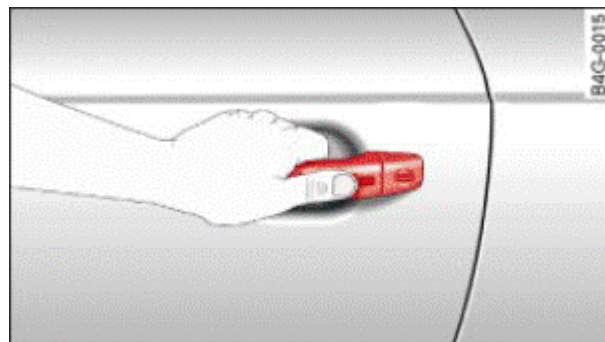
- The exterior door handle touch sensors (Audi advanced key) are inoperative on one or several doors.
- The key blade can be used mechanically (driver door or trunk) or remote electrically (key remote buttons) to unlock and lock the vehicle.

## Technical Background

### Concept-related restrictions

1. Audi advanced key functions can temporarily be disabled by interference from transmitters in close proximity to remote key using the same frequency range (e.g., cell phones, wireless headphones, other vehicle keys etc.), as no positive identification is possible.

2. If the customer reaches into the door handle while touching the lock sensor to lock the vehicle (Figure 1), it will not be locked. This is because the unlocking command from the sensor is sent at the same time and has a higher priority.



**Figure 1.** Reaching into door handle while touching the lock sensor.

3. The Audi advanced key system needs a short response time for the key identification. When the door handle is grabbed and pulled very quickly, the key may not yet be identified and the vehicle does not unlock.
4. Unlocking the door after it is locked not possible for a brief period. This allows the customer to check that the door is locked by pulling the handle.
5. To reduce power consumption, the door handle touch sensors are deactivated after the vehicle has been parked for a few days. It is then necessary to first wake the vehicle by pulling the door handle once and then a second time to open the vehicle. In this situation, locking the vehicle with the Audi advanced key is only possible after an ignition cycle.
6. If the vehicle battery is discharged, the energy management system gradually deactivates unnecessary convenience functions. It is possible that the vehicle temporarily will not unlock with the Audi advanced key.

7. A3 and Q3 models only have touch sensors installed in the front doors. It is not possible to lock/unlock the vehicle from the outer rear door handles of these vehicles.

## Production Solution

Not applicable.

## Service

Explain the concept-related restrictions to the customer.

## Warranty

This TSB is informational only and not applicable to any Audi warranty.

## Additional Information

All parts and service references provided in this TSB (2027368) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.