

Technical Service Bulletin



96 "Is key in vehicle?" message appears although key is in vehicle

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2015 - 2017	All	Audi advanced key

Condition

- The message "Is key in the vehicle?" is displayed in the information panel even though the key is in the vehicle (Figure 1).
- This condition occurs intermittently in vehicles with Audi advanced key.

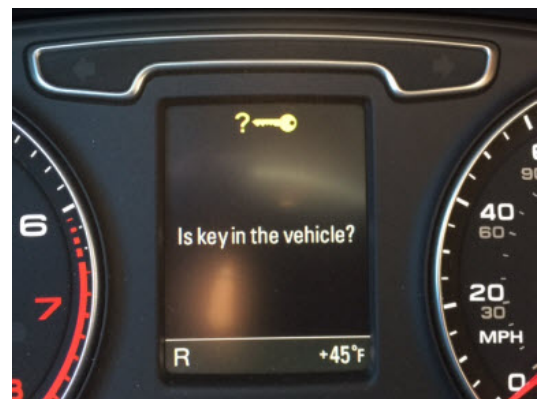


Figure 1. "Is key in the vehicle?" message.

Technical Background

When an accessory device is connected to the 12V power socket (Figure 2) or to the USB connection (if equipped), electromagnetic interference (EMI) may be produced. This interference can adversely affect the operation of the Audi advanced key.

The condition can occur even when the connected accessory device is turned off or in standby mode (fully charged). As long as the charger is connected to the vehicle, the condition can occur.

The condition may happen more frequently with certain accessory devices. Accessory devices with lower power or current ratings may be less likely to cause the condition than devices with higher power or current ratings (Figure 3).



Figure 2. Accessory device connected to the 12V power socket.



Figure 3. Example of a charger with a lower power rating of 2.4A (left) and a charger with a higher power rating of 4.8A (right).

Production Solution

Not applicable.

Service

- No repairs should be performed for this concern. This condition is related to the vehicle design. Explain the *Technical Background* to the customer.
- If the customer does not use the 12V power socket but still experiences this condition, this bulletin does not apply. Continue with diagnosis.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2040158) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.