

Technical Service Bulletin



57 Trunk cannot be unlocked

57 15 12 2028207/2 August 13, 2015. Supersedes Technical Service Bulletin Group 57 number 12-62 dated January 9, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2016	All	Not Applicable
A5	2008 - 2016	All	Not Applicable
A5 Cabriolet	2010 - 2016	All	Not Applicable
A6, A7	2012 - 2016	All	Not Applicable
A8	2011 - 2016	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added model years)
1	1/9/2012	Initial publication

The trunk cannot be unlocked with the button on the remote, with the button in the driver's door panel, or with the handle on the lid of the trunk.

Technical Background

Vehicles have a "VALET" button in the glove box (Figure 1) that activates the valet parking feature, which prevents unauthorized access to the trunk. When the valet parking feature is activated, the trunk can only be opened mechanically with the key.



Figure 1. Valet button in glove box.

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Production Solution

Not applicable.

Service

Check whether the “VALET” button in the glove box has been activated, and deactivate it if necessary.

Warranty

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

Additional Information

More information on this system can be found in the following resources:

- Owner’s Manual

All parts and service references provided in this TSB (2028207) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.