



Technical Service Bulletin

96 Remove key warning in DIS, MMI does not turn off with key removed, or locking with remote does not work

96 17 16 2038849/2 July 26, 2017. Supersedes Technical Service Bulletin Group 96 number 14-87 dated October 30, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2012 -2013, 2015 - 2017	All	Not Applicable
Q3	2015 - 2017	All	Not Applicable
TT, R8	2012 - 2015	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added model years)
1	10/30/2014	Initial publication

One of the following conditions is present:

- The infotainment system (radio, navigation, etc.) is not switched off when the ignition key is removed.
- The steering column cannot be locked.
- The vehicle cannot be locked with the remote.
- A warning appears in the DIS indicating that the key must be removed from the ignition, but the key has already been removed.

One of the following DTCs may be logged in the onboard supply control module, J519 (address word 0009):

- **DTC B11A511** (Terminal S short circuit to ground)
- **DTC B12E512** (Terminal 15 1 short circuit to B+)
- **DTC B12E612** (Terminal 15 2 short circuit to B+)

Technical Background

- The locking cylinder for the ignition lock is stiff because of internal dimensional tolerance issues.
- The S-contact in the ignition switch does not open due to various manufacturing issues.



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Production Solution

A tolerance correction to the ignition lock cylinder components was implemented and the production process at the component supplier was optimized.

Service



Note:

Before replacing any parts, clarify with the customer the circumstances of the complaint to clearly understand what the customer experiences. There are different solutions for the different failure modes.

Lock Cylinder Replacement

Replace the lock cylinder if the following conditions are present when the ignition key is removed from the lock cylinder:

- The steering column lock does not engage.
- The warning “Remove key from ignition” appears in the DIS when the driver door is opened.
- Either no DTCs are logged in the J519 control module (address word 0009), or **DTC B11A511** (Terminal S short circuit to ground) is stored.

Ignition Switch Replacement

Replace the ignition switch if the following conditions are present when the ignition key is removed from the lock cylinder:

- The steering column lock engages.

At least one of the following DTCs is logged in the J519 control module (address word 0009):

- **DTC B11A511** (Terminal S short circuit to ground)
- **DTC B12E512** (Terminal 15 1 short circuit to B+)
- **DTC B12E612** (Terminal 15 2 short circuit to B+)



Note:

Use care when replacing the ignition switch to prevent damage to the original switch when removing it from the steering column lock.



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Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	2807 (ignition lock cylinder) or 2804 (ignition switch)		
Damage Code:	0017 (ignition lock cylinder) or 0040 (ignition switch)		
Labor Operations:	Ignition lock cylinder remove + reinstall (For MY2012-MY2013 R8, TT, and A3)	2807 1900	50 TU
	Ignition lock cylinder remove + reinstall (For MY2015 Q3 and A3)	2807 1900	40 TU
	OR		
	Ignition starter switch remove + reinstall (All vehicles)	2804 1900	40 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 50 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	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 #2038849/2		

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.



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Required Parts and Tools

Part Number	Part Description	Quantity
See ETKA	Ignition Lock Cylinder	As needed
See ETKA	Ignition Switch	As needed

Additional Information

All parts and service references provided in this TSB (2038849) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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