



Technical Service Bulletin

57 Personalized memory settings of the key are not available

57 18 49 2019958/7 December 14, 2018. Supersedes Technical Service Bulletin Group 57 number 11-60 dated October 21, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2004 – 2019	All	Personalized Memory

Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised header (Added models and model years)
6	10/21/2011	Revised header data Revised <i>Service</i> (Added model years C7, D4)
5	10/10/2010	Revised header data (Added model year 2011)

Customer states:

- The personalized memory settings (for example, electric exterior mirror, seat memory, radio, air conditioning, electric steering wheel, etc.) are inoperative or incorrectly assigned when using the remote key.

Technical Background

The memory settings for each key are stored in the individual control unit (depending on the function) and not in the key itself.

Only the identification number of the currently used remote key is transmitted to each control module.

The memory settings are then applied by the applicable control module

Production Solution

Not applicable.



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Service

1. Check the remote key to ensure it is properly identified by the vehicle.
 - Using the diagnostic scan tool, check the applicable measured value block. Measured values are provided below.
 - If the key identification number is not shown, press the lock button on the remote control and refresh the measured value.
2. Review Results:
 - If the key is correctly identified and displayed in the applicable measured value block, then the key is operating properly.
 - Continue diagnosis of the customer concern at the applicable control module.



Tip:

Only keys on positions 1 to 4 are used in the personalized memory settings functions.
Keys in positions 5 and up cannot be personalized.

Vehicle				Control Module		
Name	Model	VIN Digits 7,8	Model Year	Measured Value Block	Diagnostic Address	Name
A3 A3 Cabriolet	8P	8P or FM	All	10	0046	Convenience
TT	8J	8J or FK	All			
R8	42	42 or FG	Up To 2009			
A3	8V	FF	All	91	0009	Onboard Supply
TT	FV	FV				
R8	42	42 or FG				
A4 Cabriolet	8E	8E	All	7	0005	Access/Start Authorization
A6	4F	FB or 4F	All	11	0005	



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Q7	4L	4L or FE				Access/Start Authorization
A8	4E	4E	All	6	0005	Access/Start Authorization
A4	8K	8K or FL	All	10	0005	Access/Start Authorization
A5	8T	8T or FR				
A6	4G	FC				
A7	4G					
A8	4H	FD				
Q5	8R	FP				
R8	FX	FX				
A4	8W	F4				
A5	F5	F5				
A6	4A	4A				
A7	4K	F2				
A8	F8	F8				
Q7	4M	F7				
Q8	F1	F1				

Warranty

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

Additional Information

All part and service references provided in this TSB (2019958) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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