



Technical Service Bulletin

57 User recognition via remote control key (key memory) does not work

57 23 13 2071280/1 August 23, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2023	All	Not Applicable

Condition

Customer states:

User recognition via the remote control key does not work. User recognition via remote control key refers to the traditional operation of key memory.

Workshop findings:

The customer concern can be reproduced.

Technical Background

In the Q4 e-tron, the user recognition function is incorrectly described in the owner's manual. These functions will not activate when using the remote control key.

User recognition relates to the functions typically controlled when locking and unlocking the vehicle in other models (seats, climate control, radio stations etc.). Instead, these functions are controlled via the user profile selected in the MMI. The last settings will be retained when locking/unlocking the vehicle.

Production Solution

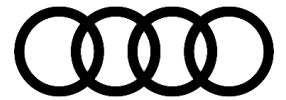
The owner's manual was corrected.

Service

Inform the customer that the user recognition function does not work using the remote control key in the Q4 e-tron. Select the desired user profile in the MMI to switch to the desired settings.

Warranty

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



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Additional Information

All part and service references provided in this TSB (**2071280**) 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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