



Technical Service Bulletin

57 Keyless entry not working during remote start

57 24 30 2072680/1 January 12, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q7, SQ7, Q8, SQ8, and RS Q8	2024	All	Remote start via myAudi application

Condition

This bulletin applies to 2024 vehicles with remote start via the myAudi application.

Customer states:

- Keyless entry does not work if the vehicle was started remotely using the myAudi app.
- Keyless rear hatch operation is not affected.
- The concern is only present while the engine is running (max. 10 minutes) after initiating a remote start.
- The vehicle can be unlocked using the Key Fob at any time.

Workshop findings:

- The concern as described can be reproduced.
- No DTCs stored.

Technical Background

The target data container in the comfort system control module, -J393- (address word 0046) needs to be updated. The optimized target data container will correct the keyless entry function while the engine is running (max. 10 minutes) after initiating a remote start.

Production Solution

New Target Data Container (ZDC) update in the comfort system control module, -J393- (address word 0046) addressed the condition.



Technical Service Bulletin

Service

This TSB replaces Pending Service Solution (PSS) TSB 2071691: *57 PSS Keyless Entry Does Not Work During Remote Start.*

Please use **SVM code 09A060** to perform an update of the convenience system central module J393 (diagnostic address 0046).

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the comfort system control module, J393 (address word 0046) using the SVM activation code as listed in the table below, if necessary:

Model	Old Target Data Container Number	Old Target Data Container Version	New Target Data Container Number (or higher)	New Target Data Container Version (or higher)	SVM Code Input
A4 / A5	8W0909501BA	*	8W0909501BB	0006	09A060
	8W2909501BA	*	8W2909501BB	0006	
	8W5909501BA	*	8W5909501BB	0006	
A6 / A7 / A8	4K8909501BA	*	4K8909501BC	0005	
	4N0909501BA	*	4N0909501BC	0006	
Q5	80C909501BA	*	80C909501BB	0006	
Q7 / Q8	4M0909501BA	*	4M0909501BC	0006	
	4M8909501BA	*	4M8909501BD	0006	
	4M8909501BB	*	4M8909501BC	0008	

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 Up to 48 Months/50,000 Miles. • G10 for CPO Vehicles – Verify Owner. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	5789		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0060	Time stated on the diagnostic



Technical Service Bulletin

			protocol (Max 25 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2072680/1		

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.

Required Parts and Tools

VAS 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)
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Additional Information

All part and service references provided in this TSB (**2072680**) 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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