



Technical Service Bulletin

57 Remote control key inoperative

57 24 34 2017082/14 April 3, 2024. Supersedes Technical Service Bulletin Group 57 number 17-38 dated March 23, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2000 - 2025	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
14	-	Revised header (Added Q8 and extended model years through 2024) Revised <i>Service</i> (Updated procedures for added models and years) Revised <i>Condition</i> (Updated Conditions)
13	03/23/2017	Revised <i>Service</i> (Updated the procedure for A6, A8, and Q7) Revised header (Added MY 2016 and 2017)
12	03/14/2013	Republished to correct Elsa display error

Central locking via remote control does not work either sporadically or permanently. The locks can still be operated manually.

Technical Background

Possible Causes:

Situation 1: Missing synchronization between the remote control key and vehicle because the battery has been disconnected, the battery of the remote control has been replaced, or the remote control key has been used several times outside the vehicle's range.

Situation 2: If other transmitters operate in the same frequency range (mobile phones, TV stations, wireless headphones, baby monitors, other vehicle remote controls, etc.), the remote control key may have been temporarily switched off because a clear identification of the remote control key is not possible. This is necessary to prevent an unintentional unlocking of the vehicle by other transmitters.

Production Solution

Not applicable.

Service



Technical Service Bulletin

NOTICE

Measuring the key battery voltage with a voltmeter is not effective. To assess the quality of the key battery, it is necessary to perform load measurements with an appropriate measuring device at room temperature. On all models, a weak key battery is indicated by a message in the instrument cluster and a corresponding event memory entry (except Q3 8U).

Situation 1:

Perform the synchronization between each remote control key and the vehicle according to the following instructions.

A4 (8D, 8E, 8H) 1996 - 2009:

- a. Open the vehicle mechanically with the key.
- b. Press the unlock button of the remote control key.
- c. Insert the key into the ignition lock and switch on the ignition.
- d. Switch the ignition off again and remove the key.
- e. Press the unlock button or the locking button of the remote control key.

R8 (4S) 2008 - 2023, TT (8J) 2008 - 2014, TTR, A3 (8P and 8V) 2005 – 2013 and 2015 - 2020, A6 (4B) 1999 - 2005:

- a. Press one of the buttons of the remote control key.
- b. Lock or unlock the vehicle once mechanically with the key.
- c. Press one of the buttons of the remote control key again.
- d. The complete process must not take longer than 30 seconds.

A4 (8K) 2009 – 2016, allroad (8K) 2013 – 2016, A5 (8T) 2008 – 2017, A5 Cabriolet (8F) 2010 – 2017, Q5 (8R) 2009 – 2017, A8 (4H) 2011 – 2017, A6 and A7 (4G) 2012 – 2017:

- a. Press a button on the remote key within the range of the vehicle.
- b. If necessary open the vehicle with the emergency key on the door lock.
- c. Switch the ignition on and off.

A6 (4F) 2005 - 2009, A8 (4E) 2003 - 2010, Audi Q7(4L) 2007 – 2016:

- a. Open the vehicle mechanically with the key.
- b. Insert the key into the ignition lock and switch on the ignition.
- c. Switch the ignition off again.

A4 (8W) 2017 - 2024, A5 (F5) 2017 - 2024, A6 (4A) 2018 - 2024, A7 (4K) 2018 - 2024, A8 (4N) 2018 - 2024, Q5 (FY) 2018 - 2024, Q7/Q8 (4M) 2017 - 2024:



Technical Service Bulletin

- a. If necessary, open the vehicle via the door lock using the emergency key.
- b. Switch on the ignition.

Situation 2:

If the synchronization does not help, check whether there are any interfering senders nearby.

Check whether there are any interfering senders in the vehicle.

If interference was responsible for the condition, explain the Technical Background to the customer.

If the synchronization procedure was not successful, adapt the remote control key(s) to the vehicle's central locking system. Sometimes following the "erase all memory positions first" test plan produces better results.

Replacing the remote will not resolve the concern.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2017082**) 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.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.