



Technical Service Bulletin

57 Keyless entry intermittently does not work

57 24 37 2073613/1 April 11, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron quattro, Q4 e-tron RWD, and Q4 Sportback e-tron	2024	All	Not Applicable

Condition

Customer states:

The vehicle sometimes cannot be opened via the keyless entry function.

Workshop findings:

The customer complaint can be reproduced.

Technical Background

The keys were not adapted correctly at the factory.

Production Solution

Not applicable.

Service

Try to reproduce the customer complaint based on the description/cause of their concern. Vehicle VINs that do not populate for this TSB do not apply and the solution will not eliminate the problem resulting in potential repeat repairs. In such a case, warranty may reject the claim.



This TSB only applies if the vehicle keys have not already been readapted as part of a previous repair.

Please readapt all vehicle keys to the immobilizer.



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If the keyless entry function does not work properly after the vehicle keys have been adapted, please continue looking for the cause on the vehicle as this TSB does not apply.

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 the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5785		
Damage Code:	0040		
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	0150 0060	Time stated on the diagnostic protocol (Max 30 TU)
	GFF	0150 0010	See SRT with associated operations.
	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 2073613/1		

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.

Additional Information

All part and service references provided in this TSB (**2073613**) 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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