



Technical Service Bulletin

57 Exterior trunk handle inoperative

57 24 42 2025031/3 May 17, 2024. Supersedes Technical Service Bulletin Group 57 number 11-51 dated August 15, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8, and S8	2007 - 2013	All	Not Applicable
A4, A5, S5, and Q5	2009 - 2013		
A4 Avant	2009 - 2012		
A5 Cabriolet, and S5 Cabriolet	2010 - 2013		
A6, and A7	2012 - 2015		
A4 allroad, RS 5, RS 5 Cabriolet, Q5 Hybrid, and SQ5	2013		
S6, and S7	2013 - 2015		
RS 7	2014 - 2015		
RS 7	2014 - 2015		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (updated model years)
2	08/15/2011	Revised header data (Added A7 and model year 2013) Revised <i>Service</i> (Added MMI 3G +)
1	1/16/2011	Original publication

- The soft touch button on the trunk lid is inoperative.
- Operation of the trunk using the interior switch, Audi Advanced Key (if equipped), and the remote trunk button are correct.

Only vehicles equipped with 2G MMI, 3G MMI or 3G MMI + are affected.



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Technical Background

The soft touch operation is disabled in the MMI.

Production Solution

Not applicable.

Service

Adjust the MMI settings according to customer preference.

2G MMI:

1. Select *Car Menu >> Central Locking*.



Figure 1. Trunk lid option in 2G MMI.

2. Change the **Trunk Lid** option according to customer preference.
 - a. **ON:** Trunk lid does not unlock with unlock buttons. Trunk lid soft touch button is disabled.
 - b. **OFF:** Trunk lid unlocks with unlock buttons. Trunk lid soft touch button is enabled.

3G MMI:



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1. Select *Car Menu >> Central Locking*.



Figure 2. Trunk lock option in 3G MMI.

2. Change the **Trunk Lock** option according to customer preference.
 - a. **ON:** Trunk lid does not unlock with unlock buttons. Trunk lid soft touch button is disabled.
 - b. **OFF:** Trunk lid unlocks with unlock buttons. Trunk lid soft touch button is enabled.

3G MMI +:



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1. Select *Car Menu >> Central Locking*.

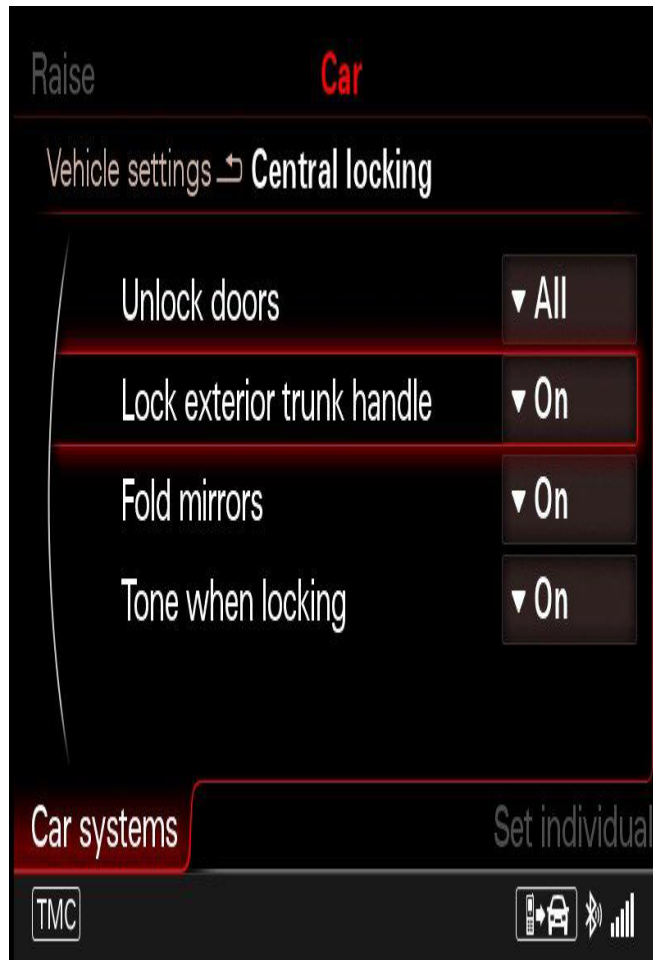


Figure 3. Trunk lock option in 3G MMI +.

2. Change the **Trunk Lock** option according to customer preference.
 - a. **ON:** Trunk lid does not unlock with unlock buttons. Trunk lid soft touch button is disabled.
 - b. **OFF:** Trunk lid unlocks with unlock buttons. Trunk lid soft touch button is enabled.

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 (**2025031**) 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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