



Technical Service Bulletin

57 Remote control key not working and/or issues with infotainment system DTC: U10B800, U10FA00
57 24 57 2074986/1 August 29, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, and RS 3	2025	All	Not Applicable

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Condition

Customer statement:

- Remote control key does not work.

and/or

- Issues with infotainment functions (usability/reaction)

Workshop findings:

- Remote function of all keys does not work (static).
- The keyless start and keyless opening functions (if fitted) are always available.

and/or

The following DTCs may be logged in the control unit for information electronics J794 (diagnostic address 005F):

- DTC U10B800:** Local data bus faulty.
- DTC U10FA00:** Local data bus single wire mode.

Technical Background 1

Trapped wire under charging unit 1 for mobile devices.



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Production Solution

Not applicable.

Service

Check the wiring under the charging unit 1 for mobile devices -J1146- in front center console for routing irregularities (Figures 1 and 2).



Figure 1. Charging unit 1 for mobile devices removed.

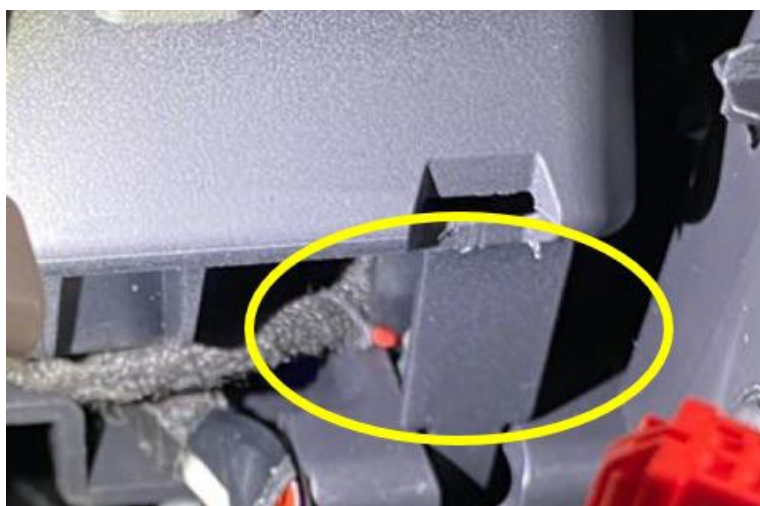


Figure 2. Trapped wiring harness.



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Repair the wiring harness using wiring harness repair set **VAS 1978 B/C**.

When billing, attach a photo that clearly shows the complaint to DOC-IT.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9709		
Damage Code:	0024		
Labor Operations:	Remove and install phone tray	9108 1900	See SRT with associated operations
	Remove and install center console insert	6817 1999	20 TU
	Check wiring harness	9709 0199	10 TU
	Repair wiring harness (depending on number of wires)	9709 41xx	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2074986		

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

Tool Number	Tool Description
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VAS 1978 B/C	Wire harness repair set
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Additional Information

All part and service references provided in this TSB (**2074986**) 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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