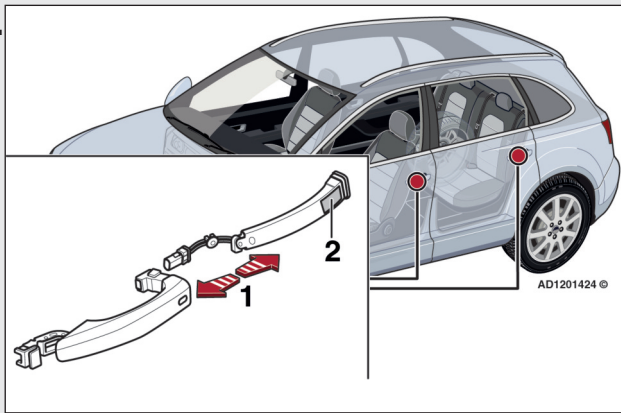


# Audi Q5: Unable to lock vehicle using keyless entry system

**Question:** We are having difficulty diagnosing a fault with the keyless entry system on a 2009 Audi Q5. The customer is unable to lock the vehicle using the keyless entry system. No trouble codes are stored and basic wiring checks to the keyless entry system control unit are OK. We

are hesitant to replace any components in case a software update will fix the fault. Can you help?

**Answer:** The fault you describe affects several Audi models and it is due to the keyless entry door handle sensor being obscured by foreign objects. Remove the outer door handle. Slide the keyless entry door handle sensor out of the outer door handle (Fig.1.1). Apply conductor



foil, available from Audi parts department, to the keyless entry door handle sensor (Fig.1.2). Refit the keyless entry door handle sensor in to the outer door handle (Fig.1.1). Refit the outer door handle. Repeat the procedure for the remaining door handles.