



Technical Service Bulletin

94E4 UPDATE - Repairing Headlights (NVLW)

94 12 65 2022790/3 February 14, 2012. Supersedes Technical Service Bulletin Group 94 number 11 – 50 dated July 12, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2009	098502 – 103702	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Condition</i>
2	7/12/2011	Revised header data (title change)
1	2/18/2010	Original publication

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

On Audi A3 vehicles manufactured within a specific period it is possible that a clip on the headlight contacts the fender. This can cause paintwork damage.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 94E4 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

A clip on the headlight contacts the fender.

Production Solution

Remove clip on both headlights and apply cavity-sealing wax.

Service

1. Open hood.



Figure 1. Area to be modified, viewed with hood open.

2. Apply screwdriver and remove clip with a gentle tap (left and right headlight).



Figure 2. Direction to remove clip.

3. Spray any abrasion with cavity sealing wax.

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Warranty

Update Technical Bulletin Time Requirements/ Reimbursement	To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will be paid only for vehicles that show the 94E4 code in the ElsaWeb Campaign/Action Information screen on the day of repair.		
94E4 Saga Claim Entry Procedure			
Check ElsaWeb to determine whether the 94E4 campaign is open.			
Service No.: 94E4			
Damage Code: 0066			
Parts Manufacturer - Removed part: 002			
Claim Type			
Sold vehicle = 7 10			
Unsold vehicle = 7 90			
Saga Accounting Instructions			
Criteria ID	Repair operation	Labor Operation Number	TU
8P	Remove clip on both headlights and apply cavity sealing wax	9415 4299	20
There is no reimbursement for vehicle wash or loaner vehicle.			
If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.			
<i>If the customer agrees to pay for the repair:</i>			
Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.			
<i>If the customer does not agree to pay for the repair:</i>			
Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.			

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Vehicle Update Technical Service Bulletins	Some of the affected vehicles may be involved in additional Required Vehicle Update Technical Service Bulletins. Please check your ElsaWeb Campaign/Action Information screen so that any <i>additional required work can be done simultaneously</i> .
Update Technical Service Bulletin Verification	For verification, <i>always</i> check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system is the <i>only</i> binding inquiry and verification system; other systems are not valid and <i>may result in non-payment</i> of a claim.
Help for Claim Input	For questions regarding claim input, contact the Warranty Helpline. Please do <i>not</i> contact the Campaign Helpline regarding claim input.
Required Customer Notification	Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Technical Service Bulletin.

Required Parts and Tools

Part Number	Part Description	Quantity
D 308 SP5 A1	Cavity sealing wax	1 (General servicing materials - AUDI AG cannot be charged)

- Destroy and properly dispose of removed parts in accordance with local, state and federal/provincial environmental regulations.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this RVU but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the 94E4 code open in ElsaWeb. Your order will be reviewed and processed accordingly.

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.