

Technical Service Bulletin



96 Garage door opener intermittently loses programming

96 13 64 2029384/2 June 20, 2013. Supersedes Technical Service Bulletin Group 96 number 12-32 dated April 27, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2009-2013	All	Not Applicable
C6 A6	2009-2011		
C7 A6/A7	2011-2013		
D4 A8	2011-2013		
TT	2007-2013		
R8	2007-2013		
A4	2009-2013		
A5 & CAB	2008-2013		
Q5	2009-2013		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (clarified complaint) Revised <i>Production Solution</i> (updated to reflect current solution) Revised <i>Service</i> (added service steps; added images) Revised <i>Warranty</i> (added warranty table) Revised <i>Required Parts and Tools</i> (added parts table)
1	04/27/2012	Initial publication

- The customer is able to program one or more of the Homelink buttons using their garage door remote, but after a few days or weeks, one or more of the programmed Homelink buttons no longer function.
- The LED on the Homelink button that is no longer functioning now flashes slowly, indicating that no programming is stored.
- The customer's transmitter operates at 295Mhz.

- No DTCs are stored in any control units.
- At the workshop, the Homelink system can be programmed to the workshop garage door successfully. No trouble is found.

Technical Background

The garage door opener control module, J530, was designed with an operational frequency range in which the 295Mhz frequency works correctly during the initial programming of the system. Over time, the transmitting frequency can drift out of range (especially in warmer climates), causing the system to lose its programming.

Production Solution

Optimized design and introduced into series production.

Service

Identify the operating frequency of the remote

1. Identify the operating frequency of the original remote that the customer used to program the Homelink system. The operating frequency can be identified in a number of ways:
 - Model number (Figure 1 and Figure 2)



Figure 1. Sentex Transmitter (back view) with model number KR295, where “295” denotes the operational frequency.



Figure 2. Stingray Transmitter (back view) with model number 295SEPC1K, where “295” denotes the operational frequency.

- FCC ID (Figure 3)



Figure 3. FCC ID is listed as “SU7295SEPC1K”, where “295” indicates the transmitting frequency.

- Circuit board component identification (Figure 4)

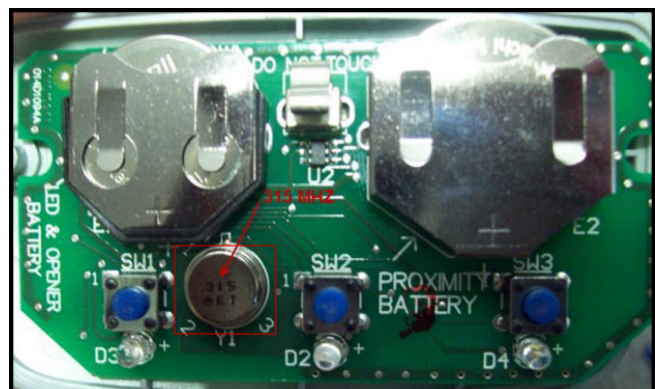


Figure 4. Circuit board component with stamped frequency of “315”, indicating the transmitting frequency. This unit is not affected by this condition because it operates at 315Mhz.

2. If the transmitting frequency is found to be 295Mhz, the garage door opener control module needs to be replaced. Proceed to “Replace the garage door opener control module”, below.

If the transmitting frequency is not found to be 295Mhz, this TSB does not apply. Continue analysis on the issue.

Replace the garage door opener control module

1. Ensure that the Parts Manager uses the ETKA FI Search to find the correct part number, as there are multiple service parts numbers available. The required service part number may vary based on vehicle build date, and it may be different than the original part number taken from the vehicle.
2. Confirm that the new service part has the appropriate TGS level (Figure 5):
 - If the vehicle requires part number **8K0907410C**, the improved part will have a TGS level of **06S** or higher.
 - If the vehicle requires part number **4G0907410A**, the improved part will have a TGS level of **03S** or higher.
 - If the TGS level is lower than expected, reorder the part. If an older part is sent again, contact the Technical Assistance Center.



Figure 5. Locating the TGS level on the part label. This example shows part number 8K0907410C, with TGS level 06S.

3. Replace the garage door opener control module, J530, using the instructions in ElsaWeb: *Repair Manual*>>*Electrical System*>>*Electrical Equipment*>>*96 Interior Lights, Switches*>>*Removal and Installation*>>*Roof Trim Lamps and Switches*>>*Garage Door Opener Control Module –J530-*.
4. Program the customer's remote to the Homelink system by using the instructions in the owner's manual.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9679		
Damage Code:	0040		
Labor Operation:	For All Models:		
	ECM Homelink garage opener remove+reinstall	9679 1950	XX TU (See ElsaWeb)
	And, only if applicable:		
	Front bumper cover remove+reinstall	6329 1900	XX TU (See ElsaWeb)
	And:		
	Program Homelink system	9679 9999	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 30 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2029384/2		

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

Part Number	Part Description	Quantity
4G0907410A	Control unit for radio controlled garage door opener	As needed (See ETKA)
8K0907410C	Control unit for radio controlled garage door opener	As needed (See ETKA)

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Additional Information

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