

Technical Service Bulletin



96 Garage door opener intermittently loses programming

96 13 68 2029384/3 July 12, 2013. Supersedes Technical Service Bulletin Group 96 number 13-64 dated June 20, 2013 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (added service steps)
2	6/20/2013	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	4/27/2012	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 functions.
- 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

Ensure that this TSB is applicable

1. Read and follow the attached TSB, 2019260: *96 Garage door opener cannot be programmed to HomeLink system.*
2. Confirm that there are no issues with the programming steps, and verify that the transmitter is being programmed correctly.
3. Ensure that there are no additional TSBs related to Homelink that apply to the vehicle (for example, TSB 2026599: *96 Garage door opener cannot be programmed to Homelink*, which applies to 2011 - 2012 C7 and D4 vehicles).

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)

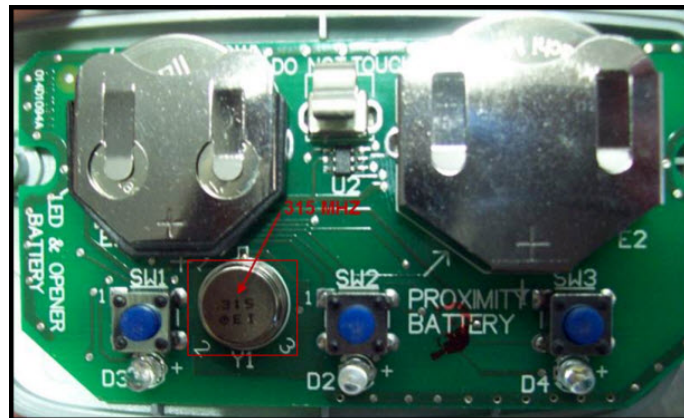


Figure 4. Circuit board component with stamped frequency of “315”, indicating the transmitting frequency. This unit is not affected by this condition because it operates at 315Mhz.

2. If the transmitting frequency is found to be 295Mhz, the garage door opener control module needs to be replaced. Follow the steps below.

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

Verify original control module TGS level; replace the control module if needed

1. Check the TGS level of the currently installed part (Figure 5):
 - For part number **8K0907410C**: if the TGS level is **06S** or higher, *do not* replace the part. This TSB does not apply.
 - For part number **4G0907410A**: if the TGS level is **03S** or higher, *do not* replace the part. This TSB does not apply.
 - If the TGS level is lower than the values stated above, proceed to step 2, below.



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

2. Ensure that the Parts Manager uses the ETKA FI Search to find the correct part number, as there are multiple service part 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.
3. Confirm that the new service part has the appropriate TGS level:
 - 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 to obtain an updated part.
4. 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-*.
5. Program the customer's remote to the Homelink system by using the instructions in the owner's manual.

Technical Service Bulletin



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 Elsa)
	And, only if applicable:		
	Front bumper cover remove+reinstall	6329 1900	XX TU (See Elsa)
	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 #2029384/3		

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.

Technical Service Bulletin



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)

Additional Information

All parts and service references provided in this TSB (2029384) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised title, <i>Technical Background</i> , <i>Service</i> , and <i>Additional Information</i> Revised header data (Added model year 2012 and 2013)
6	8/25/2010	Revised header data (Added model years)
5	8/14/2009	Revised header data (New customer codes)
4	6/8/2009	Revised header data (Added Q5)
3	3/31/2009	Revised header data
2	3/27/2009	Revised <i>Technical Background</i> Revised <i>Service</i>
1	11/11/2008	Original publication

The customer may report that the handheld transmitter cannot be programmed to the Garage Door Opener Control Module J530.

Technical Background

The following issues have been identified as root causes of unsuccessful HomeLink® programming:

- The customer's HomeLink® system may not be compatible with J530.
- The battery in the handheld transmitter may be too weak for a good signal.
The battery charge may be sufficient to operate the garage door opener, but not enough to program the remote transmitter to the vehicle system.
- A4 Model Years 2005 – 2006 and A3 Model Year 2009: The actual location of the garage door opener control module differs from the location shown in the owner's manual (opposite side of front bumper).
- The customer may misunderstand the programming procedure. In particular, if the customer's HomeLink® system is using an alternate code.
- The handheld transmitter's programming function may become inoperative.
- Interference prevents the communication between handheld transmitter and J530.



Tip: If the vehicle flashes during the programming of a handheld transmitter this does not necessarily indicate that the programming was successful, only that the vehicle has recognized and saved a signal.

Production Solution

Not applicable.

Service

1. Ask the customer to visit www.homelink.com.
 - The customer can verify that the HomeLink® system is compatible with the vehicle's garage door opener by contacting Johnson Controls' Customer Service at www.homelink.com.
 - Further information about HomeLink® programming issues can be found at www.homelink.com.
2. Ask the customer replace the battery in their handheld transmitter or to use another handheld transmitter.
3. If the HomeLink® system is using an alternate code, ask the customer to reset and resynchronize the HomeLink® system. This will allow the receiver transmitter's limited memory, which may be full, to be deleted. Information can be found in the owner's manual of the customer's HomeLink® system.
4. Ask the customer to hold the button down or press the button frequently during the programming procedure. Some handheld transmitters stop transmitting a signal after 10 seconds.
5. If the vehicle is an A4 Model Year 2005 – 2006 or A3 Model Year 2009: J530 is installed on the left front side and not on the right front side as described in the owner's manual. Inform the customer of the correct location of the garage door opener control module.

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

The following Technical Service Bulletin(s) offer additional information:

- 2029384 *96 Garage door opener intermittently loses programming*
- 2026599 *96 Garage door opener cannot be programmed to Homelink - A8 (D4), A7, A6*

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