

94 Headlight cracked / water ingress into headlight lens

94 13 25 2034735/1 July 24, 2013.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-----------|---------------|----------------------------|
| A6 | 2012-2013 | All | Xenon or LED Headlights |
| A6 | 2014 | 000001-026800 | Xenon or LED Headlights |

Condition

Customer Complaint:

- Heavy condensation present in the headlight (Figure 1).



Tip: Reference TSB 2012749, *94 Exterior lights, moisture accumulation*. Headlights that are applicable to TSB 2012749 do not apply to this bulletin unless cracking is present.



Figure 1. Headlight with heavy condensation

- Lower headlight lens cracking (Figure 2 and Figure 3).



Figure 2. Lower headlight lens cracking.



Figure 3. Lower headlight lens cracking.

- Upper headlight housing cracking (at transition from lens to black surround) (Figure 4 and Figure 5).



Figure 4. Upper headlight housing cracking.



Figure 5. Upper headlight housing cracking.

Workshop Findings:

- No visible external force marks (from accident or flying debris) are present.
- One or both sides may be affected.
- The vehicle is *not* equipped with halogen headlights.

Technical Background

The production process causes stress on the headlights from the bumper, as well as torsion force from installation.

The moisture is an optical condition that does not affect the function or performance of the headlights and it will not lead to corrosion or damage of the internal headlight parts.

Production Solution

Improved tempering of headlight glass.

Technical Service Bulletin



Service

Replace the affected headlight with the new part number:

| Vehicle Equipment | Side | Old Part Number | New Part Number |
|--|------------|-----------------|-----------------|
| LED Headlights | Driver: | 4G0941773B | 4G0941773E |
| | Passenger: | 4G0941774B | 4G0941774E |
| Xenon Headlights w/AFS (PR No. 8Q5 / 8Q7) | Driver: | 4G0941753A | 4G0941753D |
| | Passenger: | 4G0941754A | 4G0941754D |
| Xenon Headlights w/o AFS (PR No. 8Q3) | Driver: | 4G0941043B | 4G0941043E |
| | Passenger: | 4G0941044B | 4G0941043E |

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: | 9415 | | |
| Damage Code: | 0015 | | |
| Labor Operations: | Remove and Install front bumper | 6329 1900 | 90 TU |
| | Remove and install one headlight | 9415 1951 | 30 TU |
| | -or- | | |
| | Remove and install two headlights | 9415 2051 | 50 TU |
| | Adjust headlights | 9415 1950 | 20 TU |
| Diagnostic Time: | GFF – Checking and clearing fault codes included in existing labor operations | No allowance | 0 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 #2034735/1 | | |

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

| Vehicle Equipment | Side | Old Part Number | New Part Number |
|--|------------|-----------------|---------------------------|
| LED Headlights | Driver: | 4G0941773B | 4G0941773E (if necessary) |
| | Passenger: | 4G0941774B | 4G0941774E (if necessary) |
| Xenon Headlights w/AFS (PR No. 8Q5 / 8Q7) | Driver: | 4G0941753A | 4G0941753D (if necessary) |
| | Passenger: | 4G0941754A | 4G0941754D (if necessary) |
| Xenon Headlights w/o AFS (PR No. 8Q3) | Driver: | 4G0941043B | 4G0941043E (if necessary) |
| | Passenger: | 4G0941044B | 4G0941043E (if necessary) |

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2012749, *94 Exterior lights, moisture accumulation*

All parts and service references provided in this TSB (2034735) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.