

Technical Service Bulletin



96 HomeLink Garage Door Opener Cannot be Erased or Programmed

96 13 70 2034736/1 July 19, 2013.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|----------------------------|
| Q7 | 2013 - 2014 | All | Not Applicable |

Condition

Customer may report:

- The garage door opener cannot be programmed.
- The programming mode cannot be activated.
- The garage door programming cannot be erased.

Technical Background

The method for erasing the Homelink programmed button memory is incorrectly described in the owner's manual.

The *incorrect* description in the owner's manual is: "**Erasing the buttons...** Press and hold both of the outer buttons until the LED (A) turns off completely (about 20 seconds) to erase all of the buttons simultaneously".

The *correct* way to erase the Homelink programming is to press and hold the two outer Homelink buttons, releasing only when the Homelink indicator light begins to flash after approximately 10 seconds.

Production Solution

- The HomeLink component will not be changed in vehicle production.
- An owner's manual revision is expected in November, 2013.

Service

Inform the customer of the correct method for erasing the Homelink programming, as described in the *Technical Background* section of this bulletin.

Warranty

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

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Additional Information

All parts and service references provided in this TSB (2034736) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.