

Technical Service Bulletin



96 Rattle/clunk from front of vehicle while driving

96 13 58 2033812/1 May 7, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6/A7	2012-2014	All	Homelink

Condition

Customer Complaint:

Noises coming from the front of the vehicle while it is being driven.

Workshop Findings:

During test drive, sound is more pronounced when the vehicle is driven in a parking lot and the driver is swinging the steering wheel rapidly from left to right, or when the driver is coasting at speeds above 45MPH with foot off gas pedal. May be described as:

- Tapping/knocking sound from front of car.
- Loose axle on transmission output flange.
- Loose suspension fitting.

Technical Background

The locking tab for the Homelink control module does not securely hold the module in place (Figure 1), which causes it to come loose and bang against various support structures at the front of the vehicle (Figure 2).



Figure 1. Homelink control module tab not secure.

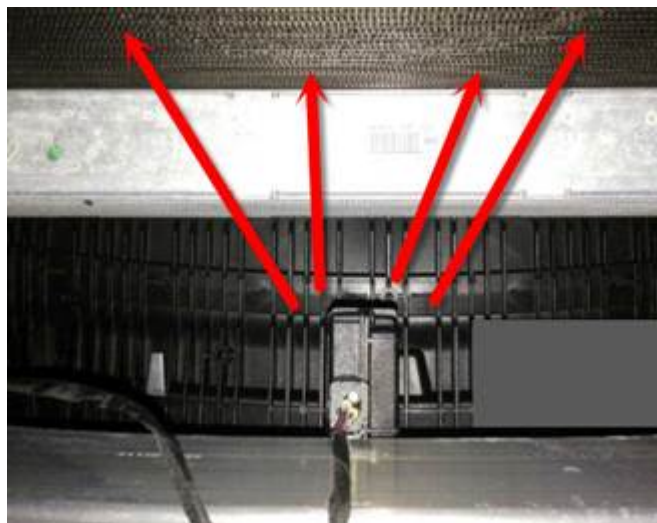


Figure 2. Loose Homelink module hitting AC condenser.

Production Solution

Not Applicable

Technical Service Bulletin



Service

1. Reinstall the Homelink control module into factory location.
2. Using clip **3D0971838E**, trim extra support bracket highlighted in red as shown in the illustration at right (Figure 3).

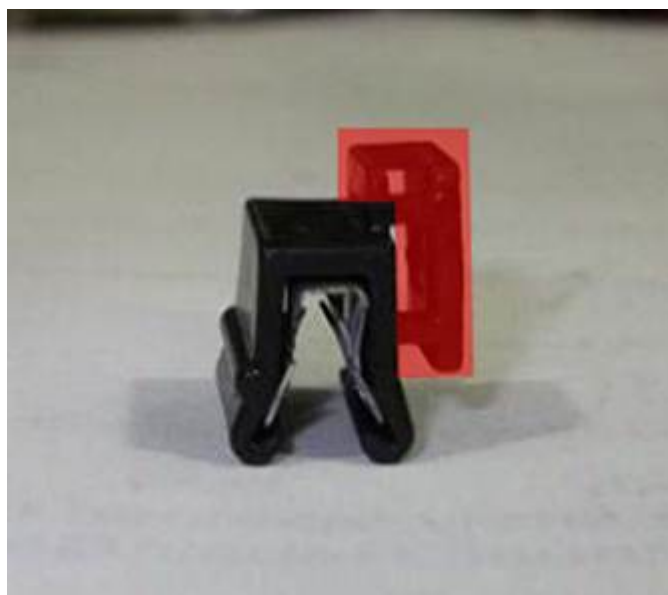


Figure 3. Retaining clip with highlighted section to be removed.

3. Install the modified clip behind the locking tab to secure it in place (Figure 4).



Figure 4. Modified clip installed behind locking tab.

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 Operations:	Reinstall Homelink Control Module	9679 1900	20 TU
	Modify and install retaining clip	9679 3599	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	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 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 #2033812/1		

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

Part Number	Part Description	Quantity
3D0971838E	Socket with tie wrap	1

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.