



Technical Service Bulletin

94 Headlight flickers, flickering, or warning on in cluster (all xenon headlights)

94 14 36 2029194/5 April 2, 2014. Supersedes Technical Service Bulletin Group 94 number 13-10 dated March 4, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2010 - 2015	All	Premium Plus and Prestige

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised title Revised header data (Added model year and DTCs) Revised entire bulletin for clarity
4	3/4/2013	Republished to correct Elsa display error
3	2/1/2013	Modified title
2	11/30/12	Added model years
1	4/19/12	Original publication

This bulletin applies only to vehicles with xenon headlights. One of the following conditions is present:

Condition A:

- The customer complains of headlight flickering at highway speeds.
- There is no headlight warning in the cluster, and no DTCs are present in the system.

Condition B:

- The customer complains that the high beams do not function on one side or that one of the low beams flickers intermittently. Additionally, in vehicles with the Prestige trim level, an "Adaptive Headlight Defective" warning may be present in the cluster.
- In vehicles with the Premium Plus trim level (xenon headlights without Audi adaptive light), one of the following DTCs may be stored in the vehicle electrical system control module, J519 (address word 09):
 - **DTC 02747** (Solenoid switch for Bixenon (shutter) right - Open Circuit)
 - **DTC 02748** (Solenoid switch for Bixenon (shutter) left - Open Circuit)
- In vehicles with the Prestige trim level (xenon headlights with Audi adaptive light), one of the following DTCs may be stored in the headlamp range control module, J431 (address word 55):
 - **DTC 01534** (Left Headlight Beam Adjusting Motor -V48-)
 - **DTC 01535** (Right Headlight Beam Adjusting Motor -V49-)



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- **DTC 02988** (Left/right handing traffic change-over active)
- **DTC 02630** (Voltage supply of Right Swivel Module Position Sensor)
- **DTC 02631** (Voltage supply of Left Swivel Module Position Sensor)

Technical Background

Condition A:

Audi adaptive light adjusts the level of light distribution for higher rates of vehicle speed. This function turns on at approximately 72 mph and turns off at approximately 62 mph.

Condition B:

One or more of the connectors inside the headlamp housing are disconnected fully or partially from the factory.

Production Solution

Not applicable.

Service

Condition A:

1. Confirm that the customer complaint matches the complaint listed under “Condition A” in the *Service* section of this bulletin, and that no DTCs are present.
2. Explain the function of Audi adaptive light as listed under “Condition A” in the *Technical Background* section of this bulletin.
3. Do not proceed with this bulletin. No repair is necessary.

Condition B:

1. Confirm that the customer complaint matches the complaint listed under “Condition B” in the *Service* section of this bulletin.
2. Remove the affected headlamp according to the instructions in Elsa at: *Repair Manual*>>*Electrical System*>>*94 Exterior Lights, Switches*>>*Removal Installation*>>*HID Headlamp, From MY 10*.

3. Remove the covers from the back of the headlamp housing. Check all of the connectors inside of the headlamp housing (Figure 1) for proper seating and inspect the locks to ensure that they are fully engaged:

- Connector “A” can be seated, but not fully engaged (Figure 2). It is important to hold the projector housing when this connector is pushed, otherwise, the projector will swivel.
- Connector “B” can be fully locked into place, but be rotated 5-10 degrees off-center (Figure 3). Ensure that the harness connector is seated parallel to the connector housing on the headlamp.
- Connector “C” (Figure 4) is located behind the motor mechanism, which rests below the projector lens. It is a very small two-pin connector that should be adjusted cautiously. If it becomes fully disconnected, it is very difficult to re-connect without the use of special tools. Use your finger or a small set of bent pliers to pull the connector toward you in order to fully seat it.

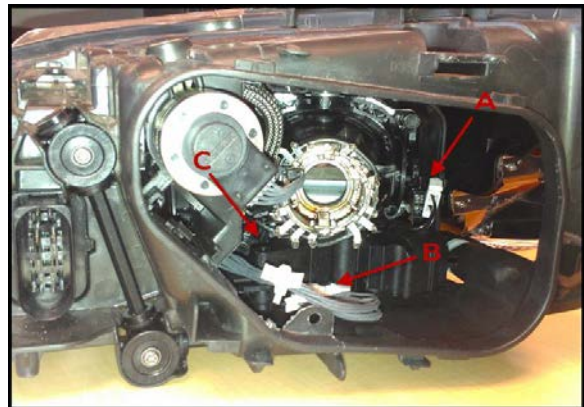


Figure 1. Back of a tri-xenon headlamp showing three connectors (A, B, and C). A bi-xenon headlamp will only have a single connector (A).

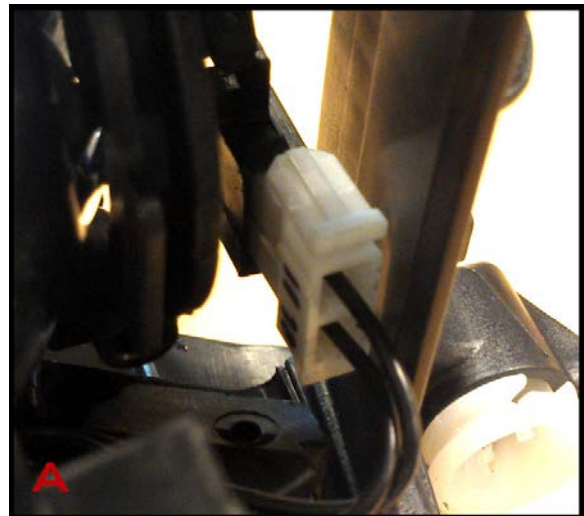


Figure 2. Connector “A” shown not fully seated.



Figure 3. Connector “B” shown off-center.

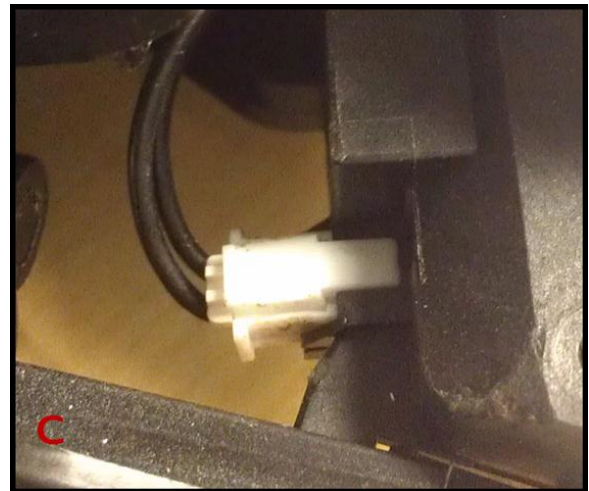


Figure 4. Connector “C” shown in the locked position.

4.
 - If no loose connectors were found and the issue still persists, the issue is outside the scope of bulletin. Do not proceed with the bulletin. Continue with diagnosis by swapping headlamp components to locate the failed part.
 - If a loose connector was found, correct it and ensure that all connectors are fully seated and locked.
- 5 Re-assemble the headlamp and re-install it into the vehicle.
6. Clear the DTC(s) and re-test with the low beams, high beams, and all turn signals activated.
7. If the DTCs do not return, test the headlamp functionality with a short road test:
 - Repeat the actuation of all headlamps while the vehicle is moving.
 - If Audi adaptive light is equipped, test its functionality by driving the vehicle around a corner at a speed greater than 6 mph (Figure 5).



Note:

Use caution when testing the high beams in traffic; do not create an unsafe condition for yourself or other drivers.

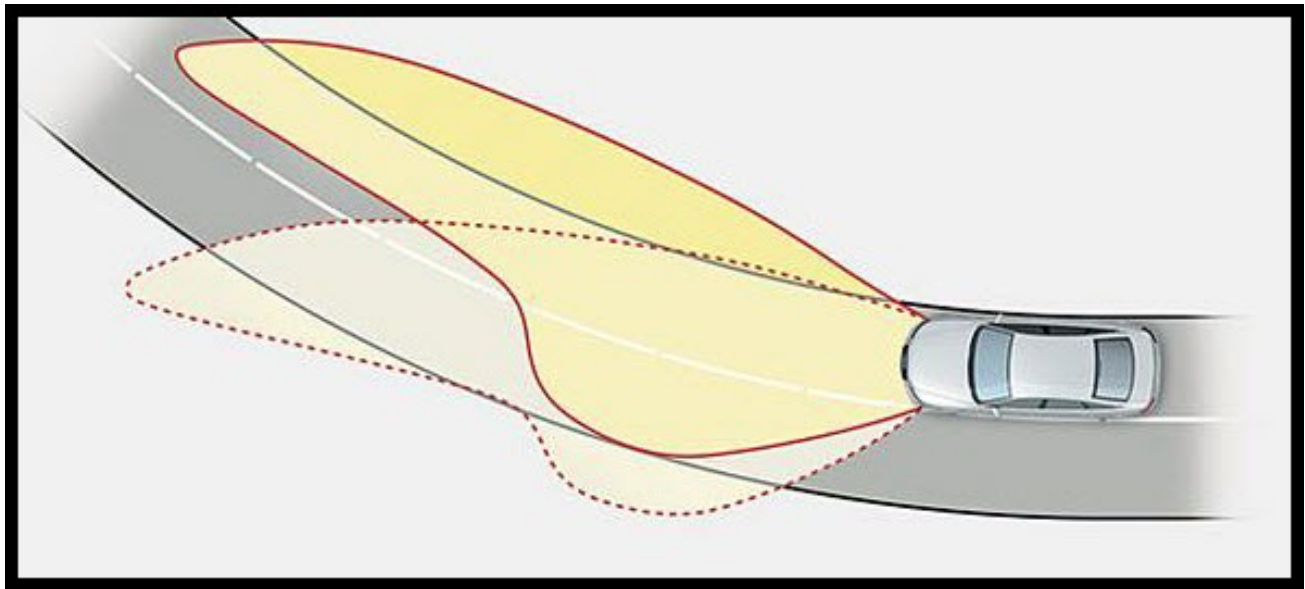


Figure 5. Audi adaptive light illustration showing the maximum 15° curve of the light beam at speeds greater than 6mph.

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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:	9415		
Damage Code:	0040		
Labor Operations:	Remove and install headlight	9415 1901	40 TU
	Check headlight + extended road test	9415 9999	30 TU
	-OR-		
	Remove and install 2 headlights	9415 2001	50 TU
	Check 2 headlights + extended road test	9415 9999	40 TU
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	Time stated on diagnostic protocol (Max 30 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 #2029194/5		

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.

Additional Information

All parts and service references provided in this TSB (2029194) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.