

Technical Service Bulletin



94 Headlight internal diagnosis before replacement, various concerns

94 14 55 2038649/1 October 15, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2010 - 2016	All	Not Applicable

SB-10056883-7761

Condition

- A headlight system warning may be illuminated in the instrument cluster.
- One of the following symptoms is present:
 - A: Headlight range control inoperative.
 - B: Xenon high beam inoperative on one side.
 - C: Daytime running light inoperative in headlight on one side.
- Diagnosis of the concern indicates that the headlight is at fault.

Technical Background

Connector in the headlight is not properly seated.

Production Solution

Improved checks at supplier.

Service

1. Remove the affected headlight. Open the service cap as needed.
2. Base on the symptom, check the appropriate connectors (by lightly pulling on them) as listed below:

For symptom A (Headlight range control inoperative):

- Check the connectors shown below (Figure 1).



Figure 1. Check these connectors.

For symptom B (Xenon high beam inoperative):

- Check the connectors shown below (Figure 2).



Figure 2. Check these connectors.

For symptom C (Daytime running light inoperative):

- Check connectors shown below (Figure 3 and Figure 4):



Figure 3. Check these connectors.

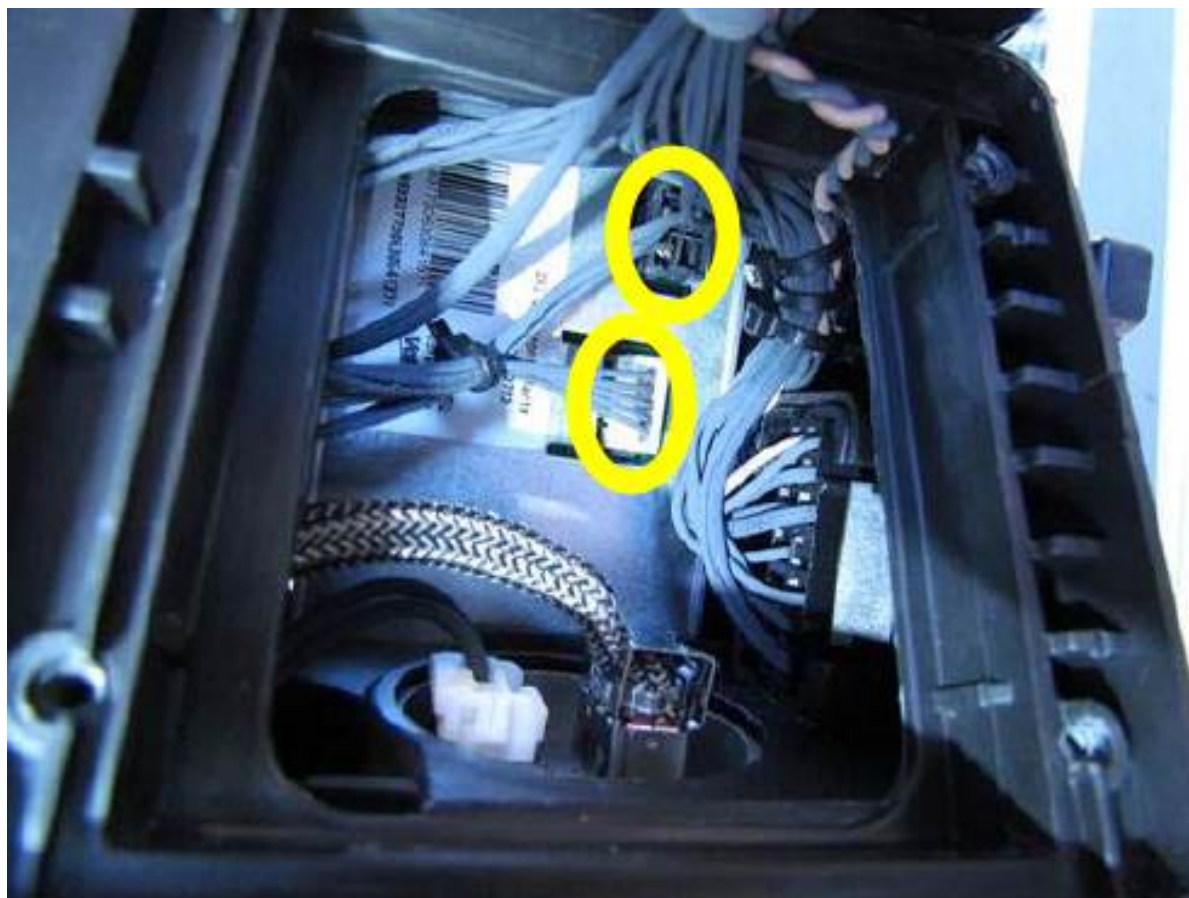


Figure 4. Check these connectors.

3. If any connectors are not correctly plugged in, check connector for damage. If no damage is found, reconnect the connector. Do not use a screwdriver or other metal object. If all connectors were plugged in correctly, this bulletin does not apply.
4. Reconnect the headlight to the vehicle, then check the headlight operation. It is not necessary to fully install the headlight to test the headlight operation.
5. If headlight operation is fully restored, fit and adjust the headlight.

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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:	0028		
Labor Operations:	Headlight assembly remove + reinstall	9415 1900	30 TU
	2 headlight assembly adjust	9415 1600	20 TU
	Repair headlight	9415 0199	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	No allowance	0 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 #2038649/1		

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.

Additional Information

All parts and service references provided in this TSB (2038649) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.