

Technical Service Bulletin



94 Rear side marker light inoperative in lower rear bumper (DTC 02911, 02912)

94 14 37 2029782/3 April 7, 2014. Supersedes Technical Service Bulletin Group 94 number 12-95 dated October 25, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2010 - 2013	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title Revised <i>Condition</i> (added DTCs) Revised <i>Technical Background</i> (Added information about GE brand side marker bulbs) Revised <i>Production Solution</i> (Added a solution) Revised <i>Warranty</i> (Added Tip) Revised <i>Required Parts and Tools</i> (Added brand name)
2	10/25/2012	Revised <i>Service and Required Parts and Tools</i> for clarification
1	6/4/2012	Original publication

- A “bulb out” warning is displayed in the driver information system.
- One or both of the rear side marker lights (M37 and/or M38 bulbs) is burnt out (Figure 1).
- One or both of the following DTCs is stored in the comfort system central control module, J393 (address word 46):
 - **DTC 02911:** Left Rear Side Marker Lamp - M37 -- Electrical fault in circuit
 - **DTC 02912:** Right Rear Side Marker Lamp - M38 -- Electrical fault in circuit



Figure 1. Rear side marker lights.

Technical Background

- Moisture and debris may enter into the lower taillight housing and cause one or more of the bulbs to burn out.
- The GE brand side marker bulbs (used in production from approximately February 2011 through September 2012) are prone to failure.

Production Solution

- Improved lens sealing in production.
- Harison-Toshiba brand side marker bulb.

Service

1. Before proceeding, visually inspect both lower taillight housings on the vehicle to ensure there is no damage due to outside influence. If damage due to outside influence is found, do not proceed with this bulletin.
2. Uninstall both lower rear taillight housings.
3. Inspect the lens for any separation around the red reflecting edge of the taillight lens (Figure 2). Areas of the seam that have separated will appear more opaque and be a different shade of red than the rest of the seam.

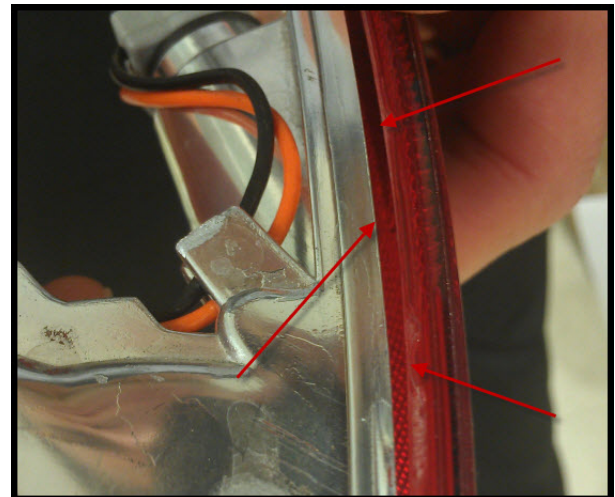


Figure 2. Taillight lens separation.

4. If any separation is found, replace the complete taillight housing.
Re-use any good bulbs and wiring; only replace burnt-out bulbs. Wipe the bulbs with alcohol before installing, and ensure that they are free of any dirt, grease, oil from hands, etc.
5. Inspect the bulb holders for corrosion and debris. Repair and clean as necessary.

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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:	9431		
Damage Code:	0010		
Labor Operations:	Taillight (x2) remove and reinstall	9431 2000	20 TU
	Inspect and clean taillight housing	9431 9999	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 20 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 #2029782/3		

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.



Tip: For bulb replacements, use appropriate claim type for 6 months/6k miles or 1EB. Use Service Number 9433 if only bulbs are changed.

Required Parts and Tools

Part Number	Part Description	Quantity
8R0945095B	Taillight (Left Lower)	As needed
8R0945096B	Taillight (Right Lower)	As needed
N 0177522	Taillight bulb, outer side marker (3-Watt Harison-Toshiba brand)	As needed



Additional Information

All parts and service references provided in this TSB (2029782) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.