

Technical Service Bulletin



96 Lane change assist false vehicle warning (foil kit installation)

96 14 86 2038421/1 September 25, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2009 - 2015	All	Not Applicable

Condition

Customer reports that the side assist is providing warnings when no vehicles are present.

Technical Background

The radar is reflected from the rear wheels back to the sensors, resulting in a false side assist warning.

Production Solution

Not applicable.

Service

1. Before proceeding, verify that the side assist system is operational. If the system is not operational, if external damage is present, if components are loose, or if related faults exist, perform diagnosis and repairs outside of TSB.
2. Remove left and right rear wheel housing liners.
3. Install foil (trim foil as needed) on the left and right wheel housing liners as shown (Figure 1, Figure 2, Figure 3, and Figure 4). To ensure proper adhesion of the foil to the wheel housing liners, make sure that the fender liner is free of dirt and debris before installation.



Tip: In the following images, the rear bumper cover has been removed to show the foil installation. The cover does not need to be removed in service.



Figure 1. Foil kit installation.

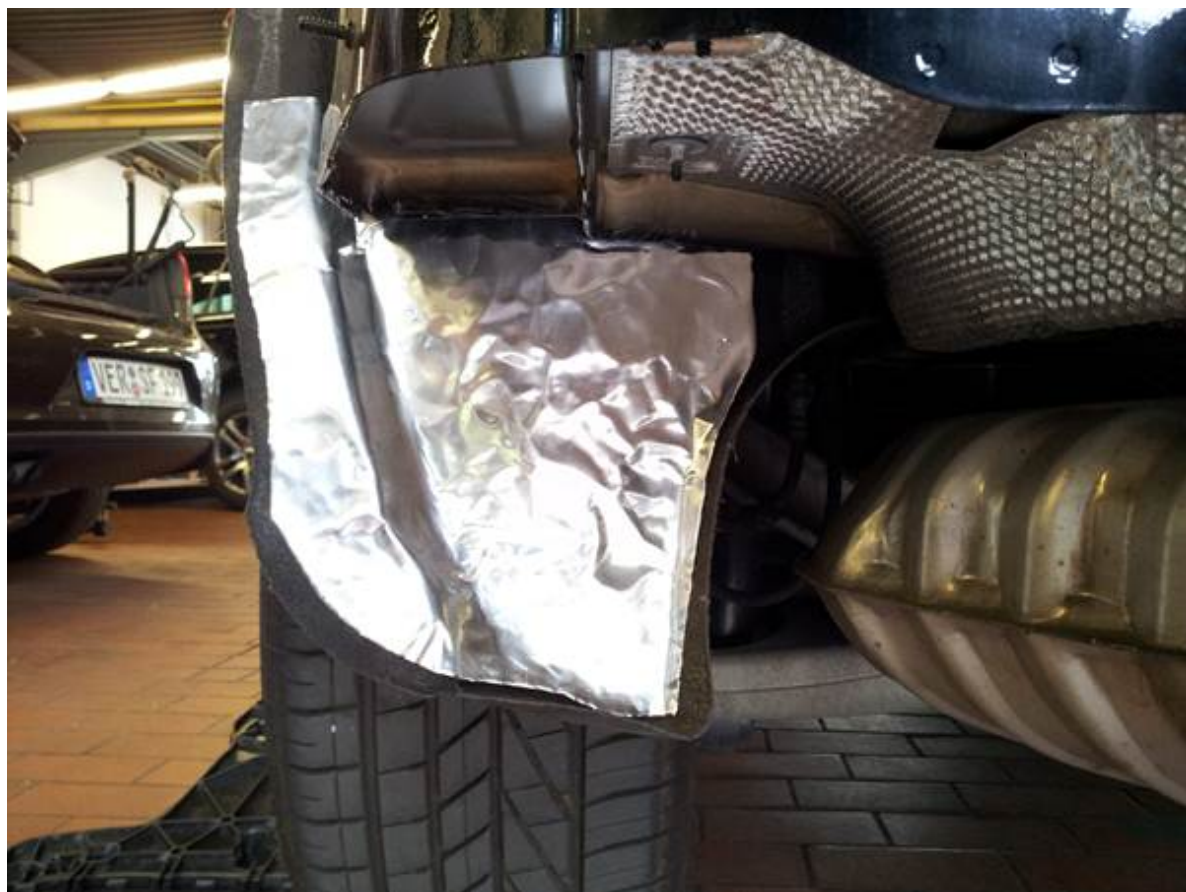


Figure 2. Foil kit installation.



Figure 3. Foil kit installation.



Figure 4. Foil kit installation.

4. Perform road test to verify that the side assist system is functioning properly.

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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:	9635		
Damage Code:	0040		
Labor Operations:	2 rear wheel housing liners remove + reinstall	6676 2000	70 TU
	Repair 2 rear wheel arch liners	6676 5099	20 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 50 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 #2038421/1		

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.

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

Required Parts and Tools

Part Number	Part Description	Quantity
D 378500A2	Sound absorber	2

Additional Information

All parts and service references provided in this TSB (2038421) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.