



Technical Service Bulletin

96 HomeLink garage door operation lost after a short period of time

96 18 28 2052250/1 August 24, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, Q7	2017 - 2021	All	Not Applicable
A5, Q5	2018 - 2021	All	Not Applicable

Condition

Customer states:

- A door opener, programmed to HomeLink, stops working after a short period of time.
- Door opener is produced by Chamberlain Group (Chamberlain and Lift Master) and is equipped with MyQ, Security 2.0, or Security +.

Workshop findings:

- When pressing the applicable HomeLink button, in the overhead console, the LED (Figure 1, A) rapidly flashes green.

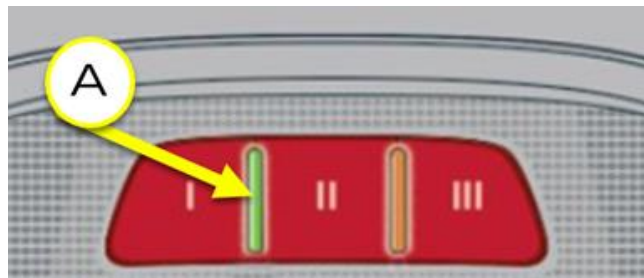


Figure 1. HomeLink LED.

Technical Background

Improper synchronization between the vehicle and garage door motor.

Production Solution

Not applicable.



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Service

1. Do not resync the handheld transmitter to the vehicle.



Note:

A HomeLink LED which is rapidly flashing green indicates that the HomeLink module has been correctly coded to the handheld transmitter and is transmitting a signal from the vehicle.

2. Sync the vehicle's HomeLink to the door motor.
 - PDF versions of the owner's manual, describing the sync process, are available from the manufacture's webpage.
3. On the garage door motor briefly press the "Learn" button.



Note:

Do not hold the button as this may reset, or lockout the unit

4. In the vehicle, within 30 seconds of pressing the "Learn" button, on the overhead console briefly press the applicable HomeLink button 3 times.



Tip: Pause for one second between presses of the applicable HomeLink button.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2052250) are subject to change and/or removal. . Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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