



# Technical Service Bulletin

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

96 19 30 2052250/2 February 12, 2019. Supersedes Technical Service Bulletin Group 96 number 18-28 dated August 24, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, Q7	2017 - 2021	All	Not Applicable
A5, Q5	2018 - 2021	All	Not Applicable
A6, A7, A8, and Q8	2019 - 2021	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added models) Revised <i>Condition</i> (Updated information and added Figure 2) Revised <i>Service</i> (Updated Tip)
1	08/24/2018	Initial publication

### 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 +.

### Or

- Door opener is produced by Craftsman and is equipped with AssureLink.

### Workshop findings:

System with physical buttons:

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

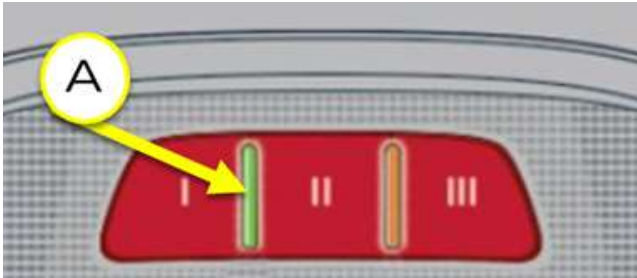
System with virtual buttons (Figure 2):

- The applicable HomeLink button is displayed in the lower MMI display.



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**Figure 1.** HomeLink LED – System With Physical Buttons.



**Figure 2.** Homelink Buttons In Lower MMI Display – System With Virtual Buttons.

## 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 manufacturer'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. This will ensure that the garage door motor has applicable time to process the data from each of the transmit steps during the sync.

## 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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