

Technical Service Bulletin



94 How to properly document optical concerns for headlights and taillights

94 23 65 2061922/3 June 8, 2023. Supersedes Technical Service Bulletin Group 94 number 23-63 dated May 8, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2010 – 2024	All	Not Applicable

Condition

Revision	Date	Purpose
3	-	Revised header (Added Model/Model Years) Revised <i>Warranty</i> (Adjusted claim PIDs and damage codes)
2	5/09/2023	Revised header (Added Model/Model Years) Revised <i>Technical Background</i> (Modified verbiage)
1	2/4/2021	Initial publication

Customer states:

- There is a visual concern or defect present with the headlight(s) or taillight(s).

Technical Background

For visual concerns related to a headlight or taillight submitted under warranty, we ask that defect flags and photos be used to identify and document the visual concern or defect. Photos should be uploaded to DOC-IT in case they are needed during the review.



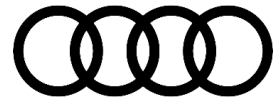
Note:

Defect flags can be found in the attachment tab of this TSB. These can be printed and used as needed.

Production Solution

Not Applicable

Service



1. Before any repairs are made or components are removed, please fill out the defect flag and take photos as shown below.
2. When returning headlights or tail lights to the WPRC, use the new part packaging and take necessary precautions to avoid damage during shipping.
3. **When to use the defect flags and photo documentation:**
 - Moisture buildup (please see associated TSBs below before proceeding).
 - Foreign objects or loose components inside the lamp.
 - Haze, pitting, cracking, bubbles, or markings on the inside of the lens.
 - If the concern is **NOT** related to outside influence and a warranty claim is submitted.
4. **Three (3) photos are needed for the lamp to be replaced:**
 - 1 perspective view – showing the general area and identifies which lamp is affected.
 - 1 close-up – clearly focused and showing the customer concern.
 - 1 production label – shows the entire production sticker or label.



Note:

If another TSB is applicable as seen in the two examples below, please follow all other primary TSBs **before proceeding**:

- TSB 2012749: *94 Exterior lights, moisture accumulation (All models).*
- TSB 2058420: *94 Tail light or front indicator in bumper is cracked, broken, leaks, or does not work (Q3, Q5, Q7, Q8, Audi e-tron quattro, and Audi e-tron Sportback).*

Perspective photo:

- Entire area is visible in the photo which clearly identifies the lamp affected (figures 1 – 2).
- Photo is taken with the fault component still installed on the vehicle before components are removed.
- Photo is in focus and properly lit.
- Defect flag should be completely visible and legible.

The first photo should show a full picture of the affected component and the affected area of the cause should be marked with an arrow. This is for guidance.



Figure 1. Example of a perspective view photo. **Figure 2.** Example of a headlight perspective view photo.

Close-up photo:

- Defect flag points at the area of concerns (figures 3-4).
- Concern is clearly visible in the photo.
- Defect flag VIN and date are completely visible in the photo.
- Photo is in focus and properly lit.



Figure 3. Example of tail light close-up.

Figure 4. Example of headlight close-up.



Production Label:

- Component removed.
- Entire label is visible (figures 5 – 6).
- Photo is in focus and properly lit.
- Any additional supporting photos that were taken at this time.

The third photo is to be taken after removing the affected component. In this case, the label with the part number and production date is to be photographed.



Figure 5. Example of tail light assembly label.



Figure 6. Example of headlight label.

Warranty



Note:

This TSB is only applicable when submitting a warranty claim for visual concerns on headlights and tail lights within NVLW or CPO Warranty. Please submit a separate claim for each affected headlight or taillight.

Use the following service numbers (PID) and damage codes according to the listed concerns:

PID:

- 9415 Headlight
- 9431 Tail lights

Damage codes



- 10 For stress cracks on the headlight or tail light cover.
- 15 Scratches or other surface imperfections on the outside or inside of the headlight or tail light cover.
- 30 For foreign objects on the inside of the headlight or tail light.
- 31 For discoloration of the lighting elements of the headlight or tail light.
- 34 For coating forming on the outside or inside of the headlight or tail light.
- 45 For delamination on the headlight or tail light cover.
- 50 For moisture buildup on the inside of the headlight or tail light.

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2012749, *94 Exterior lights, moisture accumulation.*
- TSB 2058420, *94 Tail light or front indicator in bumper is cracked, broken, leaks, or does not work.*

All part and service references provided in this TSB (**2061922**) 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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