



# Technical Service Bulletin

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## 96 Button for rear dome light is stuck or inoperative

96 23 88 2064285/2 October 23, 2023. Supersedes Technical Service Bulletin Group 96 number 21-73 dated August 18, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, A6, A6 allroad, S6, Q7, SQ7, Q8, SQ8, and RS Q8	2020 – 2024	All	Not Applicable
RS 5, RS 5 Sportback, and RS 6 Avant	2021 – 2024		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Model years, added A5, A6, Q7, Q8)
1	08/18/2021	Initial publication

### Customer states:

- The rear dome light can no longer be turned on or off.

### Workshop findings:

- Upon inspection the rear dome light button is found to be stuck or not operational.

## Technical Background

Increased pressure on the button which operates the light can result in the trim of the button separating from the switch base. As a result the button may become stuck or no longer function.

## Production Solution

Not applicable.



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## Service

1. If a customer concern is present and the switch is found to be inoperative, first check that the switch trim is properly seated to the switch base.
2. Remove the rear dome light switch from the headliner and check whether the trim is properly clipped (Figure 1).



**Figure 1.** Left photo shows trim dislodged from base. Right photo shows trim properly seated to switch base.

3. If the trim has separated from the base, reassemble the switch and install back into the vehicle. Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9620		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	<b>A4, A5, and Q8</b> Remove and install interior light	9620 1900	See SRT with associated operations
	<b>A6, and Q7</b> Remove and install interior light	9620 1950	See SRT with associated operations
	Repair interior light	9620 4199	5 TU



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<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2064285/2		

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.

## Additional Information

All part and service references provided in this TSB (**2064285**) 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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