



Technical Service Bulletin

92 Headlight washer jet does not retract

92 24 39 2065982/3 August 27, 2024. Supersedes Technical Service Bulletin Group 92 number 23-34 dated March 3, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2019 – 2025	All	Not Applicable
A6 allroad, and S6	2020 – 2025		
RS 6	2021 – 2025		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (Remove GFF and road test allowance)
2	03/04/2023	Revised header (Additional models and model years) Revised <i>Technical Background</i> (Revised problem description and root causes) Revised <i>Production Solution</i> (Solution statement revised) Revised <i>Service</i> (Additional inspections/repairs required) Revised <i>Warranty</i> (Additional labor operations)
1	02/08/2022	Initial publication

Customer states:

The headlamp washer nozzle/pressure cylinder does not retract automatically after a wash cycle (Figure 1).



Figure 1. The headlamp washer nozzle jammed in the extended position.



Technical Service Bulletin

Workshop findings:

The headlamp washer nozzle/pressure cylinder binds against the headlamp washer system nozzle cover and does not retract automatically after a wash cycle.

Technical Background 1

This issue may be due to one or any combination of the following root causes:

- A precise tolerance between the headlamp washer system nozzle cover and the bumper cover aperture may prevent full closure in the presence of dirt and debris in the area.
- The headlamp washer system nozzle cover return spring exerts too great a force preventing the nozzle from retracting.
- There is physical interference between the headlamp washer system nozzle cover and the bumper cover due to inadequate positioning of the headlamp washer nozzle/pressure cylinder.

Production Solution

Several solutions to optimize the headlamp washer system operation have been implemented in production.

Service

If the symptom described in this TSB is duplicated, complete all of the following inspections and repairs as necessary. Perform the repairs to both the left and right sides.

1. Remove the headlamp washer outer cover and inspect for possible interference with the cover mechanism and the bumper cover as shown in Figure 2. Using a cutting instrument carefully trim the area of interference on the cover mechanism just enough to provide appropriate clearance to allow free movement.



Figure 2. Interference between the headlamp washer system nozzle cover and the bumper cover.



Technical Service Bulletin

2. Additionally, a small adjustment can be made to the position of the headlamp washer cylinder by loosening the two washer cylinder mounting bracket screws (Figure 3) and rotating it such that the nozzle end is rotated away from the center line of the vehicle toward the turn signal lamp on the respective side being serviced (Figure 4). Tighten the screws in the adjusted position.

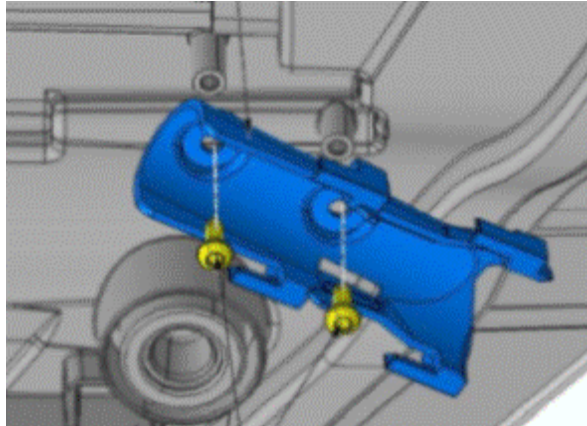


Figure 3. Headlamp washer cylinder mounting bracket screws.

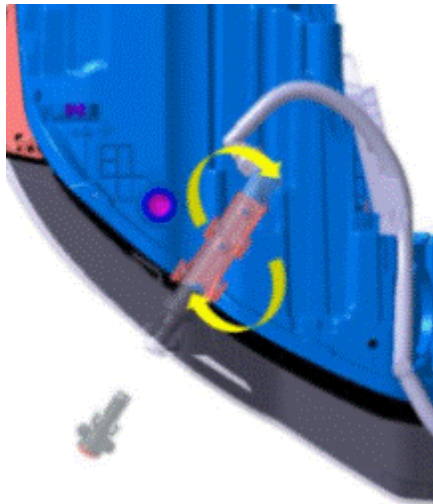


Figure 4. Desired angle of rotation of the washer cylinder.

4. Make an attempt to relieve the pressure exerted on the headlamp washer system nozzle cover with your finger. If the nozzle retracts on its own check the cover spring clip version. Figure 5 shows the old version which has been found to exert excessive pressure and prevent smooth nozzle retraction.

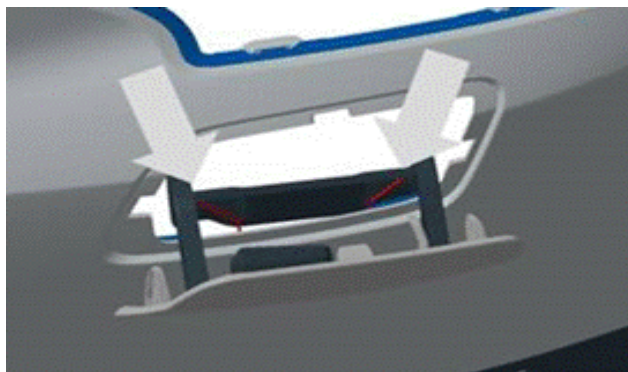


Figure 5. Old version cover spring clip.



Technical Service Bulletin

5. Figure 6 shows the improved spring clip with reduced tension.

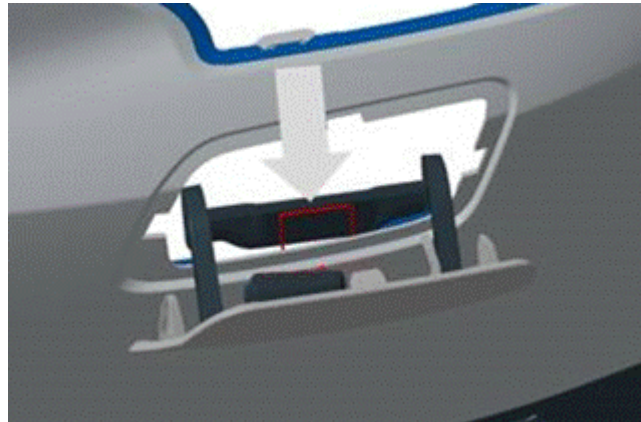


Figure 6. Improved version cover spring clip.

6. If the old spring clip version is installed and the nozzle retracts on its own after relieving the cover pressure, replacing the spring clip may solve the problem. Replace the spring clips for both the left and right sides in this case. Only the improved version spring clip is available.
7. If the nozzle does not retract after relieving the cover pressure and/or the spring version installed is of the improved type and all other inspections, adjustments, and repairs have been performed, continue root cause diagnosis as the solution specified in this TSB will not aid in solving the problem. Do not replace the headlamp washer cylinders as a replacement will not remedy this problem.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9274		
Damage Code:	0017		
Labor Operations:	Front bumper cover remove and reinstall	6329 1900	See SRT with associated operations
	Modify headlamp washer system components	9274 5099	25 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure (Only if Driver's Assistance System calibration is required)	No allowance	0 TU



Technical Service Bulletin

Claim Comment:	As per TSB 2065982/3
-----------------------	----------------------

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
4K0955339	Spring clip	2

Additional Information

All parts and service references provided in this TSB (**2065982**) are subject to change and/or removal.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.