



Technical Service Bulletin

96 Breakdown call triggers itself

96 24 15 2076201/1 December 3, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 e-tron Sportback	2022 – 2024	All	Not Applicable

Condition

Customer statement:

A service call sometimes triggers itself without the customer touching the button.

Technical Background 1

The interior light module's touch performance is too sensitive.

Production Solution

Optimization of the touch function introduced in generation 06S of the interior light module.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2071700: *91 PSS Service call is triggered on its own without driver input.*

Check the production label (Figure 1) on the interior light module to determine which generation is installed.

If the generation is **below** 06S, the interior light module must be replaced.



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Figure 1. Production label on interior light module with generation 03S.

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:	9620		
Damage Code:	0040		
Labor Operations:	Remove and install interior light	9620 1900	See SRT with associated operations
	Replace interior light	9620 5550	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2076201/1		

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.



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Required Parts and Tools

All parts supplied by the parts department from now on will be generation 06S or higher.

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Roof module	01

Additional Information

All parts and service references provided in this TSB (**2076201**) are subject to change and/or removal.

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