

Reporting obligation

Topic	96 Reporting obligation pre repair: hand-held transmitter cannot be programmed to Homelink garage door opener
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077314/1
Level	EH
Status	Released for publishing
Type	Reporting obligation pre repair
Release date	Mar 21, 2025

New customer code

Object of complaint	Complaint type	Position
assistance systems, comfort controls -> open/close garage door -> close garage door		
assistance systems, comfort controls -> open/close garage door -> garage door transmitter programming		
assistance systems, comfort controls -> open/close garage door		
assistance systems, comfort controls -> open/close garage door -> open garage door		

Vehicle data

Audi A3,A4,A5,A6,A7,A8,Q3,Q4,Q5,Q7,Q8,e-tron,e-tron GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4*	2024	A		*	*	*
4*	2025	A		*	*	*
8W*	2024	A		*	*	*
8W*	2025	A		*	*	*
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*
F*	2024	A		*	*	*
F*	2025	A		*	*	*
GE*	2024	A		*	*	*
GE*	2025	A		*	*	*

PR numbers

PR numbers
?:with VC2

Documents

Document name
master.xml

 Connection offline

Reporting obligation pre repair

Transaction No.: **2077314/1**

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Release date: Mar 21, 2025

Condition

Customer states:

The hand-held transmitter cannot be programmed to the Homelink garage door opening system in the vehicle although it is compatible according to the compatibility list from <https://homelink.com/audi>. The menu item for programming the garage door is not greyed out on the MMI.

Workshop findings:

The customer complaint can be reproduced and is static.

No relevant event memory entries are logged.

Troubleshooting pairing process through <https://homelink.com/audi> was unsuccessful.

Technician diagnosis determines the garage door control unit needs to be replaced.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Audi of America is requesting your cooperation in supplying us with technical information regarding this condition.

Please create a TAC ticket and provide the following documentation in the initial ticket:

Please take photos of the customer's concern and attach them to the TAC ticket. Photos should:

- Be taken in focus and with sufficient light.
- Include the information label on the back of the garage door opener remote that needs to be programmed.
- The label information should be clear and legible.

Please do not perform further repairs.

With this reporting obligation, please also document the exact description of the garage door opener which needs to be adapted in the TAC ticket information (Make / Model / Serial number / Frequency / etc.).

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2077314**) 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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