

Reporting obligation

Transaction No.: **2077314/2**

96 Reporting obligation pre repair: hand-held transmitter cannot be programmed to Homelink garage door opener

Release date: May 8, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A3, S3, RS 3, A5, S6, A6, A6 allroad, RS 6 Avant, RS 7, A8, S8, RS e-tron GT, Q3, Q4 e-tron, Q4 Sportback e-tron, Q5, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2024 – 2026	All	With PR Code: VC2
A4, A4 allroad, S4, A5 Sportback, S5 Sportback, RS 5 Sportback, S6, A7, S7, e-tron GT, and Q5 e-quattro	2024 – 2025		
A5 Cabriolet, S5 Cabriolet, RS 5, Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025 2027		
S e-tron GT	2026		

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Model Years) Revised <i>Condition</i> (Added model table)
1	03/21/2025	Initial publication

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.

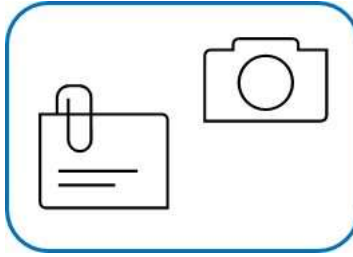
Workshop findings:

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.



Documentation required

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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