

Technical Service Bulletin



96 Garage door opener cannot be programmed to HomeLink system

96 13 67 2019260/8 July 10, 2013. Supersedes Technical Service Bulletin Group 96 number 12-37 dated June 11, 2012 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|-----------------------------|
| A3 | 2006 – 2013 | All | Homelink garage door opener |
| A4 | 2002 – 2015 | | |
| A5 | 2008 – 2015 | | |
| A6 | 2002 – 2015 | | |
| A7 | 2012 – 2015 | | |
| A8 | 2002 – 2015 | | |
| Q5 | 2009 – 2015 | | |
| Q7 | 2007 – 2015 | | |
| TT | 2002 – 2015 | | |
| R8 | 2008 – 2015 | | |

Condition

| REVISION HISTORY | | |
|------------------|------------|---|
| Revision | Date | Purpose |
| 8 | - | Revised header data (Added model year 2014 and 2015) |
| 7 | 7/11/2012 | Revised title, <i>Technical Background</i> , <i>Service</i> , and <i>Additional Information</i> Revised header data (Added model year 2012 and 2013) |
| 6 | 8/25/2010 | Revised header data (Added model years) |
| 5 | 8/14/2009 | Revised header data (New customer codes) |
| 4 | 6/8/2009 | Revised header data (Added Q5) |
| 3 | 3/31/2009 | Revised header data |
| 2 | 3/27/2009 | Revised <i>Technical Background</i> Revised <i>Service</i> |
| 1 | 11/11/2008 | Original publication |

The customer may report that the handheld transmitter cannot be programmed to the garage door opener control module, J530.

Technical Background

The following issues have been identified as root causes of unsuccessful HomeLink® programming:

- The customer's door opener system may not be compatible with J530.
- The battery in the handheld transmitter may be too weak for a good signal. The battery charge may be sufficient to operate the garage door opener, but not enough to program the remote transmitter to the vehicle system.
- In A4 Model Years 2005 – 2006 and A3 Model Year 2009, the actual location of the garage door opener control module differs from the location shown in the owner's manual (opposite side of front bumper).
- The customer may misunderstand the programming procedure, particularly if the customer's HomeLink® opener system is using an alternate code.
- The handheld transmitter's programming function may become inoperative, or the transmitter is too far away from J530.
- Interference prevents the communication between handheld transmitter and J530.



Tip: If the vehicle flashes during the programming of a handheld transmitter, this does not necessarily indicate that the programming was successful; it only indicates that the vehicle has recognized and saved a signal.

Production Solution

Not applicable.

Service

1. Ask the customer to visit www.homelink.com.
 - The customer can verify that the HomeLink® system is compatible with the vehicle's garage door opener by contacting Johnson Controls Customer Service at www.homelink.com.
 - Further information about HomeLink® programming issues can be found at www.homelink.com.
2. Ask the customer to replace the battery in their handheld transmitter or to try another handheld transmitter.
3. If the HomeLink® system is using an alternate code, ask the customer to reset and resynchronize the HomeLink® system. This will allow the receiver transmitter's limited memory, which may be full, to be deleted. Information can be found in the owner's manual of the customer's HomeLink® system.
4. Ask the customer to hold the button down or to press the button frequently during the programming procedure. Some handheld transmitters stop transmitting a signal after 10 seconds.
5. In A4 Model Year 2005 – 2006 or A3 Model Year 2009, J530 is installed on the left front side and not on the right front side as described in the owner's manual. Inform the customer of the correct location of the garage door opener control module.

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Warranty

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

Additional Information

The following Technical Service Bulletin(s) offer additional information:

- 2029384 96 *Garage door opener intermittently loses programming*
- 2026599 96 *Garage door opener cannot be programmed to Homelink - A8 (D4), A7, A6*

All parts and service references provided in this TSB (2019260) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.