



Technical Service Bulletin

94 How to properly document optical concerns for headlights and tail lights

94 21 33 2061922/1 February 4, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2010 - 2022	All	Not Applicable

Condition

Customer states:

- There is a visual concern or defect present with the headlight(s) or taillight(s).

Technical Background

For visual concerns related to a headlight or taillight submitted under warranty we ask that defect flags and photos be used to identify and document the visual concern or defect. Photos should be retained until the claim is approved, in case they are needed during review.



Note:

Defect flags can be found in the attachment tab of this TSB. These can be printed and used as needed.

Production Solution

Not applicable.

Service

1. Before any repairs are made or components removed, please fill out the defect flag and take photos as shown below.
2. When returning headlights or tail lights to the WPRC, use the new part packaging and take necessary precautions to avoid damage during shipping.
3. **When to use the defect flags and photo documentation:**
 - Moisture buildup (please see associated TSB's below before proceeding).
 - Foreign objects or loose components inside the lamp.
 - Haze, pitting, cracking, bubbles or markings on inside of lens.



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- If the concern is **NOT** related to outside influence and a warranty claim is submitted.

4. **3 Photos are needed for each lamp to be replaced:**

- 1 perspective view – Shows the general area and identifies which lamp is affected.
- 1 close up – clearly focused and showing the customer concern.
- 1 production label – shows the entire production sticker or label.



Note:

If another TSB is applicable as seen in the two examples below, please follow all other primary TSB's **before proceeding:**

- TSB 2012749: *94 Exterior lights, moisture accumulation* (All models).
- TSB 2058420: *94 Tail light or front indicator in bumper is cracked, broken, leaks, or does not work* (Q3, Q5, Q7, Q8, Audi e-tron quattro, and Audi e-tron Sportback).

Perspective photo:

- Entire area is visible in the photo which clearly identifies the lamp affected (Figures 1 - 2).
- Photo is taken with faulty component still installed on the vehicle before components are removed.
- Photo is in focus and properly lit.
- Defect flag should be completely visible and legible.

The first photo should show a full picture of the affected component and the affected area of the cause should be marked with an arrow. This is for guidance.



Figure 1. Example of a perspective view photo.



Figure 2. Example of a headlight perspective view photo.

Close up photo:



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Warranty



Note:

This TSB is only applicable when submitting a warranty claim for visual concerns on headlights and tail lights within NVLW or CPO Warranty. Please submit a separate claim for each affected headlight or taillight.

Use the following service numbers (PID) and damage codes according to the listed concerns:

9415/0030:

- For optical concerns on the inner headlight (e.g. foreign body, broken inner covers).

9419/0015:

- For cracks, scratches or similar on the outer or inner lens of the headlight.

9431/0030:

- For optical concerns on the inner tail light cluster (e.g. foreign body).

9432/0015:

- For cracks, scratches or similar on the outer or inner lens of the tail light cluster.

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2012749, *94 Exterior lights, moisture accumulation.*
- TSB 2058420, *94 Tail light or front indicator in bumper is cracked, broken, leaks, or does not work.*

All part and service references provided in this TSB (2061922) 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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