Technical Service Bulletin

96 Garage door opener remote with 315MHz will not program to vehicle HomeLink
96 23 81 2051239/3 January 20, 2023. Supersedes Technical Service Bulletin Group 96 number 21-71 dated July 12, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and Q7	2017 – 2020	All	Not Applicable
A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, Q5, and SQ5	2018 – 2020		
RS 5 Sportback, Q3, and Q8	2019 – 2020		
Q5 e quattro, SQ7, SQ8, and RS Q8	2020		

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Warranty* (Updated Labor Operations) Revised *Production Solution* (Clarified production solution)
2	07/12/2021	Revised header (Added Model)
1	05/07/2018	Initial publication

Customer states:

- They are unable to program their garage door opener to the vehicle.
- The message “An error occurred during programming. Would you like to try again?” is displayed in the MMI.

Workshop findings:

- The customer-supplied remote control will not program to the customer’s vehicle but may program to other vehicles.
- Other garage door opener remotes may pair to the customer's vehicle.

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Technical Background

Under certain circumstances, the radio signal of the customer's remote control may not be adapted to the vehicle.

Production Solution

Improved control unit for radio controlled garage door opener (J530) in production.

Service

1 Check the operating frequency of the customer's remote control:

- Locate the FCC ID number of the customer's remote control (Figure 1, A).
- Search this ID at https://fccid.io/ (Figure 1, B).
- Locate the Frequency Range of the remote control (Figure 1, C).

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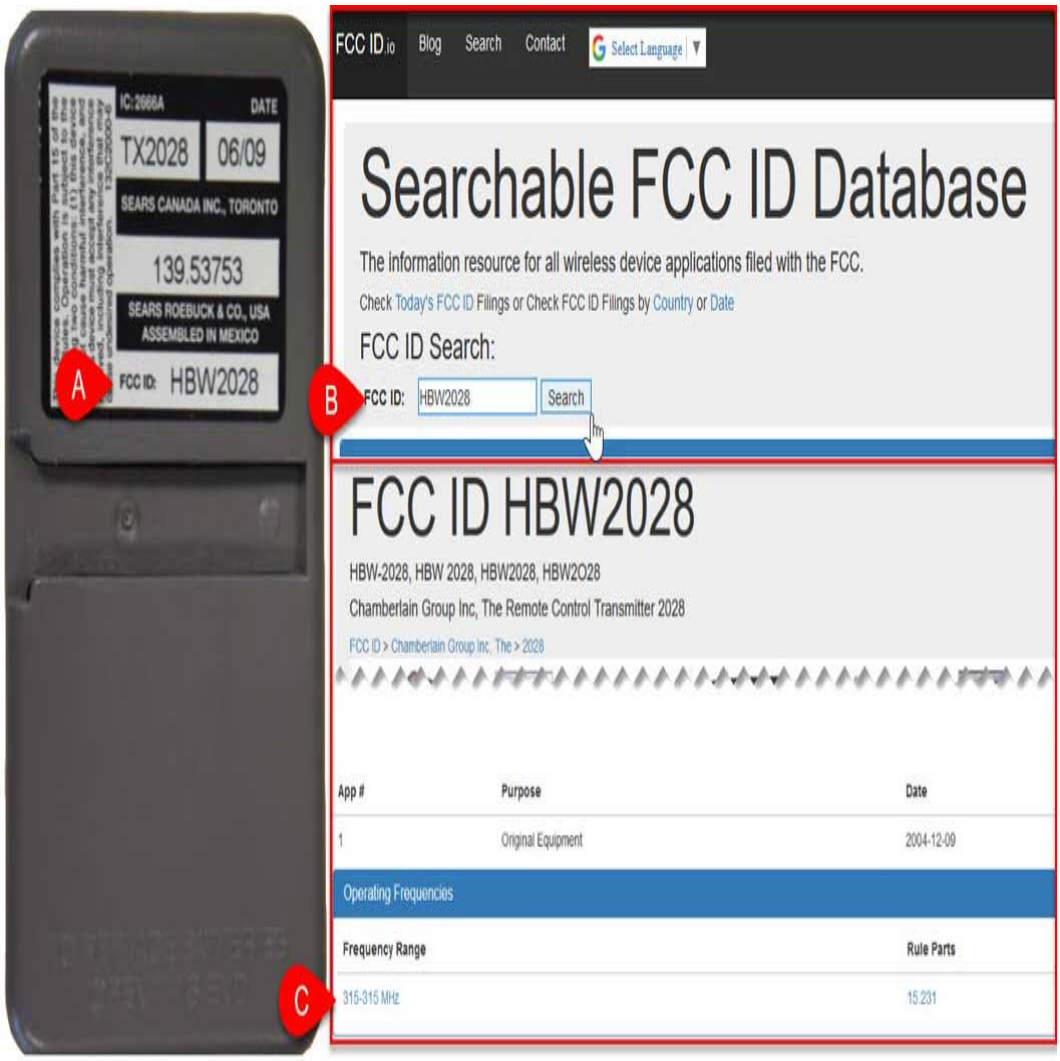

Figure 1. *Checking the operating frequency.*

2. If the operating frequency of the customer's remote control is 315MHz (+/- 10MHz), continue with this TSB. If not, then continue diagnosis outside of this TSB.

3. Adapt the customer's remote control to the vehicle with the side assist modules disabled:

- Remove Fuse -SF4- (5A) (Figure 2) 30 power for the lane change assistance control module, J769 (address word 003C) and the lane change assistance control module 2, J770 (address word 00CF).
- Turn on ignition; KL15.
- Make sure that an error notification for the side assist is displayed on the instrument cluster, if not, double-check lane change assistance control module, J769 (address word 003C) and lane change assistance control module 2, J770 (address word 00CF) fuse location in the wiring diagram.

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- Perform programming of the customer's garage door remote, to the vehicle. Programming can occur from the MMI or the hard buttons, located in the overhead console.

Follow prompts on the MMI display:

MMI: *MENU button >> Vehicle >> Left Drawer >> Vehicle Settings >> Garage door opener >> Program garage door opener.*

Or

Buttons: Press and hold the button in the overhead console which should be programmed.

4 Complete repair:

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- Turn off the vehicle ignition, KL15.
- Reinstall Fuse –SF4- (Figure 3 and 4), removed in step 3.
- Turn on vehicle ignition, KL15.
- Delete all faults set when Fuse –SF4- was removed.

If an error notification for the side assist is still displayed in the instrument cluster, this must be addressed outside of this TSB.

Tip: The results of the last 3 programming attempts can be checked. From the Vehicle Electrical System Control Module, J519 (address word 0009), read out measured values:

- "Garage door opener, last programming"
- "Garage door opener, second-to-last progr."
- "Garage door opener, third-to-last progr."

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Figure 2. *Fuse SF4 (5A): A4 (8W) and A5 (F5) – Left Rear Trunk.*

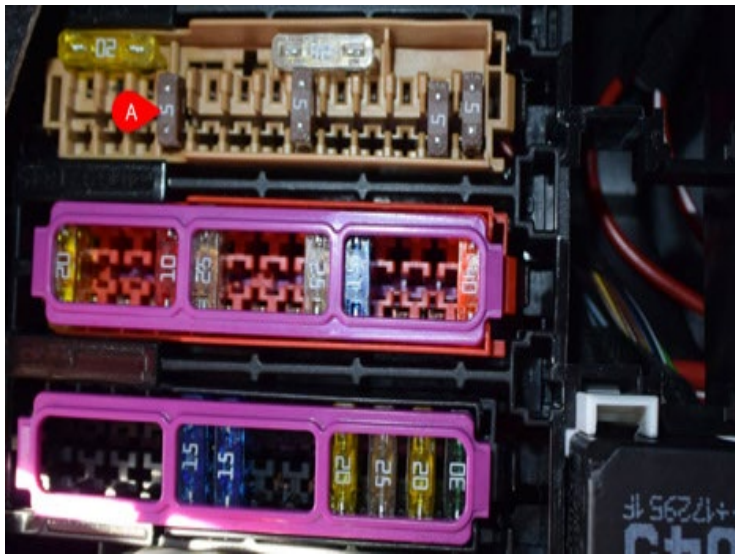

Figure 3. *Fuse SF4 (5A): Q7 (4M) – Left Rear Trunk.*

Figure 4. *Fuse SF4 (5A): Q5 (FY) – Left Rear Trunk.*

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Value:	Description:
Channel	Number Of Button Which Initiated Programing
Programming Aerial	Antenna Used During Programming: Internal or External
Status of Programming	Result of programming. F = Failed
Test Program Frequency	Learned Remote Frequency, shown in Hex
Timeout	Learning process timed out

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9679		
Damage Code:	0040		
Labor Operations:	Modify control unit for lane changing assistant	9679 2599	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2051239/3		

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.

Additional Information

All parts and service references provided in this TSB (**2051239**) 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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