

96 Hand sensor for garage door opener cannot be adjusted to HomeLink system

Release date: Aug 14, 2009

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	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 Technical Background Revised Service
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 HomeLink 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.
- 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.

- The customer may misunderstand the programming procedure. In particular, if the customer's HomeLink system is using an alternate code.
- The handheld transmitter's programming function may become inoperative.
- Interference prevents the communication between handheld transmitter and J530.

#### Production Solution

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#### Service

1. Ask the customer to visit [www.homelink.com](http://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](http://www.homelink.com).
  - Further information about HomeLink programming issues can be found at [www.homelink.com](http://www.homelink.com).
2. Ask the customer to use another handheld transmitter or to replace the battery in his used 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. Some handheld transmitters stop transmitting a signal after 10 seconds. Ask the customer to press the button frequently during the programming procedure.
5. If the vehicle is an A4 MY 2005 – 2006 or A3 MY 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.

#### Warranty

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

#### Additional Information

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

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