



Technical Service Bulletin

94 Reverse lamp is inoperative, DTC(s) B12CB15 or B12CC15 stored in the comfort system control module

94 21 51 2063766/2 November 30, 2021. Supersedes Technical Service Bulletin Group 94 number 21-45 dated September 2, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2018 - 2020	All	Not Applicable
Q5 PHEV	2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Updated Labor Operation)
1	09/02/2021	Initial publication

Customer states:

- There is a tail lamp warning displayed in the instrument cluster.

Workshop findings:

One or more of the following DTCs may be stored in the comfort system control module, J393 (address word 0046):

- **DTC B12CB15** (Left back-up light bulb Open circuit/ short circuit to B+).
- **DTC B12CC15** (Right back-up light bulb Open circuit/short circuit to B+).

Technical Background

The internal circuit board for the reverse lamp (located in the lamps on the rear bumper) may become separated from the tail lamp housing. When this occurs the metal contact loses connection with the bulb socket.

Production Solution

New tail lamp implemented into production for MY21.

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Service

If one or both of the DTCs listed above is stored, it is possible the circuit board contacts have come loose from the housing.



Note:

Before replacing any parts (bulb, socket, housing or wiring) please inspect the reverse lamp contacts first.

1. If the bulb socket contact is loose/pulled away from the housing, the lamp will need to be replaced (Figure 1).



Figure 1. Tail lamp contact loose/pulled away from housing.

2. If the bulb socket contact is flush with the housing then no repair is needed (Figure 2).

Continue with normal diagnosis outside of this TSB.

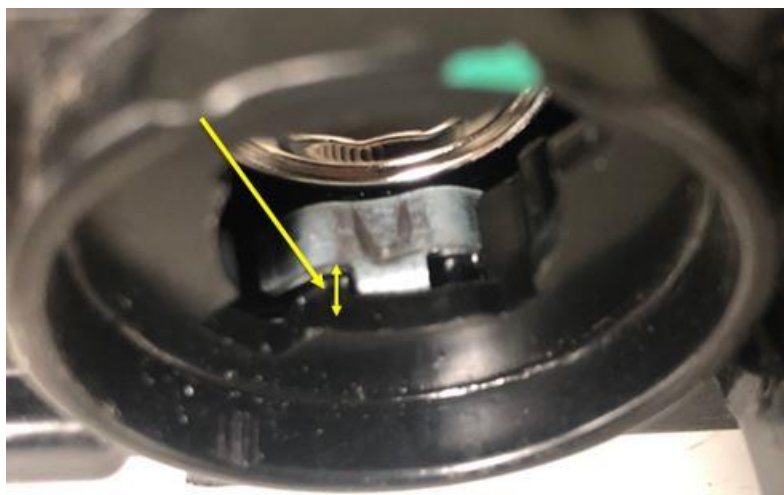


Figure 2. Lamp contact has separated from housing.



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Tip: Compare the contacts to the adjacent bulb socket contacts in the lamp housing. Then inspect the upper and lower contact on the lamp housing and using a 90 degree pick will help check if the contact is loose or not.

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:	9431		
Damage Code:	0040		
Labor Operations:	Taillight remove and reinstall	9431 19XX (One side)	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2063766/2		

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.



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Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Left or right tail lamp (in bumper)	As needed

Additional Information

All parts and service references provided in this TSB (2063766) are subject to change and/or removal.

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