Technical Service Bulletin

96 Rearview Camera shows no image – Sporadic

96 12 34 2029563/1 May 29, 2012.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8	2008 – 2013		
D3 A8	2008 – 2010		
C6 A6	2009 – 2011		
C7 A6/A7	2011 – 2013		
D4 A8	2010 – 2013	All	Not Applicable
Audi Q7	2008 – 2013		
B8 A4	2009 – 2013		
A5	2008 – 2013		
Audi Q5	2009 – 2013		
A5 Cabriolet	2008 – 2013		

Condition

The picture of the rearview camera sporadically does not appear when selecting reverse gear. No fault memory entry is logged. The acoustic park aid is active (The LED in the park aid button is lit up) and the option to show the rearview camera is correctly selected in the MMI CAR menu.

Technical Background

1. This condition can be created by the customer unintentionally.

The picture of the rearview camera image was deactivated by accidentally hitting of the MMI buttons for radio, phone, media, or navigation system.

If this occurs for A4, A5, A5 Cabriolet, Audi Q5, C6 A6, and Audi Q7, the rearview camera image can be reactivated by selecting the reverse gear a second time or by one of the following methods.

- Press the parking aid button twice (1st operation >> park aid is deactivated, 2nd operation >> park aid is activated)
- Ignition cycle
- Exceed 6 mph (10 km/h) (parking aid is deactivated) and then select the reverse gear (parking aid is activated).

2. External influences

- An incoming phone call has a higher priority than the picture of the rearview camera and thus will override the image in the MMI.

Technical Service Bulletin

Production Solution

Not applicable.

Service

This service bulletin is for informational purposes only.

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.