

Technical Service Bulletin



96 Rearview camera shows no image - sporadic

96 16 07 2029563/3 May 23, 2016. Supersedes Technical Service Bulletin Group 96 number 16-06 dated April 20, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2016	All	Rearview camera
A5	2008 - 2017	All	Rearview camera
A5 Cabriolet	2010 - 2017	All	Rearview camera
A6	2008 - 2017	All	Rearview camera
A7	2011 - 2017	All	Rearview camera
A8	2008 - 2017	All	Rearview camera
Q5	2009 - 2017	All	Rearview camera
Q7	2008 - 2015	All	Rearview camera

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (Removed model)
2	4/20/2016	Revised header data (Added model years)
1	5/29/2012	Initial publication

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

Technical Background

The condition can be unintentionally caused by the customer:

The picture of the rearview camera image can be deactivated if someone accidentally hits the MMI buttons for radio, phone, media, or navigation. When this occurs in an A4, A5, A5 cabriolet, A6 (C6), A6/A7 (C7), A8, Q5, or Q7, the rearview camera image can be reactivated through one of the following methods:

- Select the reverse gear a second time.
- Press the parking aid button twice (first operation deactivates parking aid, second operation activates parking aid).

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- Cycle the ignition.
- Exceed 6 mph (10 km/h) (parking aid is deactivated), stop the vehicle, then select the reverse gear (parking aid is activated).

The condition can be caused by external influence:

An incoming phone call has a higher priority than the picture of the rearview camera, so it will override the image in the MMI.

Production Solution

Not applicable.

Service

This 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 (2029563) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.