



# Technical Service Bulletin

## 90 PSS HUD: Display disappears for approx. 7 seconds (DTC B1B68F0)

90 24 11 2071758/3 July 2, 2024. Supersedes Technical Service Bulletin Group 90 number 24-78 dated February 20, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 - 2024	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Technical Background</i> (provided more detail) Revised <i>Production Solution</i> (added production measure) Revised <i>Service</i> (changed solution) Revised <i>Warranty</i> (clarified warranty allowance)
2	02/20/2024	Revised header (added MY24, added SW Filter)
1	10/20/2023	Initial publication

### Customer states:

- The head-up display (HUD) image cuts out (disappears) for a short time (approx. 7 seconds).

### Workshop findings:

The following DTC may be stored in the head-up display, -J898- (address word 0082):

- DTC B1B68F0:** Head-up display control module malfunction in display.

## Technical Background

A software issue in the AR (Augmented Reality) creator causes this complaint. The AR Creator is a software component of the MIB (modular infotainment matrix) system. The image shown on the head-up display is generated in the AR Creator.

## Production Solution

Software 4141 for the MIB (modular infotainment matrix, diagnostic address 005F) has been implemented in current series production.



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## Service

### NOTICE

**This TSB only applies if the head-up display displays an image again after approx. 7 seconds and without any additional customer intervention.**

1. Explain to the customer that the implementation of a measure is currently being checked. This check will probably be completed in the 4th quarter of 2024. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).

## Warranty

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

Do not replace parts or attempt repairs. Unjustified labor / replacement parts will be debited. **Invoicing under warranty is not permitted.**

## Additional Information

All part and service references provided in this TSB (**2071758**) 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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