



Technical Service Bulletin

96 High beam assist and/or traffic sign recognition currently unavailable - camera view restricted due to surroundings

96 24 14 2076068/1 November 22, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, and RS 3	2016 – 2020	All	With Driver Assist Camera
A3 Cabriolet	2016 – 2019		
A3 Sportback e-tron	2016 – 2018		

Condition

Customer states:

The following message is displayed on the instrument cluster:

- “High beam assist: currently unavailable. Camera view restricted due to surroundings. See owner's manual.”

and/or

- “Traffic sign recognition: currently unavailable. Camera view restricted due to surroundings. See owner's manual.”

and/or

- The vehicle turns off the high beams too late / dazzles oncoming traffic.

According to the customer, the complaint mainly occurs shortly after the vehicle is started.

Technical Background 1

The customer complaint described may occur if the front camera (R242 – diagnostic address 00A5) identifies that the view is restricted.

As soon as the view becomes clear again, the message is no longer displayed, and the systems are available again.

A heating element is installed in the backlight masking screen of the front camera (R242 – diagnostic address 00A5) to help ensure the view remains clear. The heating element is activated initially under conditions such as the following:

- Engine start.
- Low outside temperatures.
- View of front camera (R242 – diagnostic address 00A5) restricted.
- Risk of fogging up.



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Production Solution

Not applicable.

Service

Explain to the customer how the camera heating works.

Ask the customer to inspect the front camera's field of view when the complaint occurs.

The front camera's field of view may be fogged up both on the inside and on the outside (see photos).



Figure 1: Windscreen fogged up on the outside

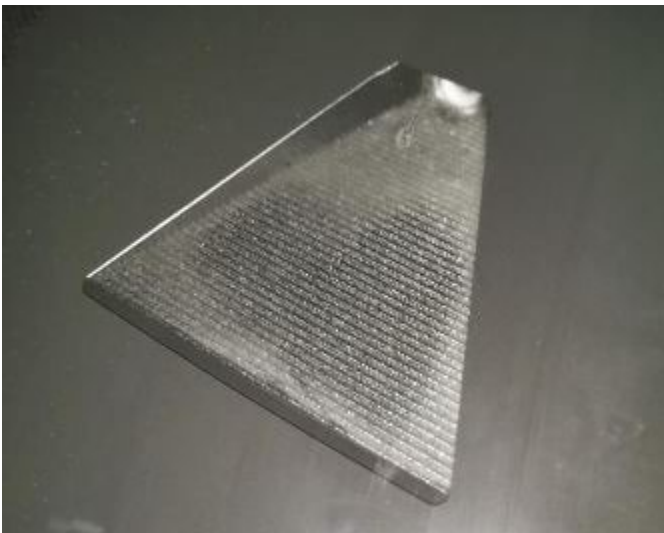


Figure 2: Windscreen fogged up on the inside

The customer cannot see this from inside the vehicle.

Often simply turning on the wiper system will fix the complaint.



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If the customer notices that the front camera is often misted up from the inside, it can help to remove its backlight masking screen and to clean and dry the camera's field of view. It is also important to make sure that the overall humidity in the vehicle is reduced.

If there is no evidence of misting up, it can help to remove the front camera's backlight masking screen and to clean and dry the camera's field of view. If this has already been done, you should proceed with a technical analysis of the vehicle.

Warranty

Service Number:	9638		
Damage Code:	0010		
Labor Operations:	Remove and install camera for assist systems (backlight masking screen)	9638 1999	20 TUs
	Clean and dry windscreen	6410 2999	See SRT with associated operations
	GFF	0150 0000	Time stated on the diagnostic protocol
	Charge Battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2076068/1		

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.

Additional Information

All part and service references provided in this TSB (**2076068**) 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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