

## Technical Service Bulletin

<b>Topic</b>	90 HUD: reflections on windscreen on vehicles with head-up display
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2075264/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Aug 29, 2025

### New customer code

Object of complaint	Complaint type	Position
body attachments and installations -> trim, trim panels and floor covering -> windshield projection (Head-up Display) cover	contamination -> dirty	
body attachments and installations -> trim, trim panels and floor covering -> windshield projection (Head-up Display) cover	appearance, surface -> coating flawed	
information, navigation, communication, entertainment -> windshield projection (Head-up Display)	design	
body attachments and installations -> instrument panel, center console -> instrument panel cover	component, automotive fluids -> incorrect	top
body attachments and installations -> trim, trim panels and floor covering -> windshield projection (Head-up Display) cover	dimensional accuracy -> gap dimension incorrect	
body attachments and installations -> trim, trim panels and floor covering -> windshield projection (Head-up Display) cover	component, automotive fluids -> incorrect	
body attachments and installations -> trim, trim panels and floor covering -> instrument panel instrument trim	contamination -> dirty	
body attachments and installations -> trim, trim panels and floor covering -> instrument panel instrument trim	component, automotive fluids -> incorrect	
information, navigation, communication, entertainment -> instrument cluster, displays, screens -> windshield projection (Head-up Display) control module -> data projection window	component, automotive fluids -> damaged	
body attachments and installations -> instrument panel, center console -> instrument panel cover	contamination -> dirty	

## Vehicle data

### Audi Q4 with Head-up Display

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2025	A		*	*	*
F4*	2026	A		*	*	*

#### PR numbers

PR numbers
?:or ?:without KS0

## Documents

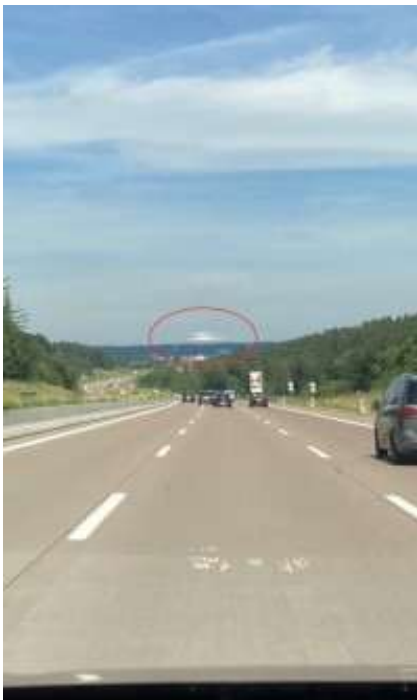
Document name
<a href="#">master.xml</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Model Year)
1	09/18/2024	Initial publication

### Customer states:

- Reflections caused by the cover from the head-up display can be seen on the windshield (Figures 1 and 2).



**Figure 1.** HUD reflections.



**Figure 2.** HUD reflections.

### Workshop findings:

- The customer concern can be reproduced.

## Technical Background

Under certain conditions, such as when the sun is at a specific angle to the vehicle and the vehicle has a specific angle of inclination, the sunlight may result in reflections (lines) on the windscreen. These reflections are caused by the cover for the head-up display (Figure 3, item 16).



**Figure 3:** HUD cover (parts catalogue).

## Production Solution

Not applicable.

## Service

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Instruct the customer that this condition is normal.

## Warranty

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

### NOTICE

**There is no reason to replace parts or attempt repairs. Unjustified labor/replacement parts will be charged back. Invoicing under warranty is not permitted.**

## Additional Information

All part and service references provided in this TSB (**2075264**) 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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