

### Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), A6 Sportback e-tron, S6 Sportback e-tron, Q5, Q5 Sportback, SQ5, SQ5 Sportback (GU), Q6 e-tron, and SQ6 e-tron	2025	All	Without PR# KS0 0009 – Electronic central electric With software: 1436 1437 1497

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Adjusted SW filter)
1	01/09/2026	Initial publication

#### Customer states:

- The head-up display intermittently does not work.

#### Workshop findings:

The complaint can only be reproduced intermittently.

- B1BE8F0** - Video transmission log error is logged in the event memory of the head-up display (diagnostic address 0082).

### Technical Background

Software issue in head-up display (diagnostic address 0082).

### Production Solution

Production change in the fourth quarter of 2025.

### Service

This TSB only applies if the event memory entry **B1BE8F0: Video transmission log error** is *not* logged in combination with an entry such as **B125C01: Video cable electrical malfunction**.

If both entries are logged, you must first work through the event memory entry relating to the video cable using Guided Fault Finding.

If only **B1BE8F0: Video transmission log error** is logged, please perform the software update described in TSB 2079690, 00 Combined software update 03.10.00/C (28.13.01) KD2.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9091		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software update, including connecting battery charger	0151 0010	See SRT with associated operations
	Fixed rate for software update, including all required preliminary and follow-up work (including bus sleep cycle, calibration drives, and additional work)	0151 0040	130 TU
	An additional flat-rate of 50 time units is possible for each flash process that is aborted.	0150 9999	50 TU
<b>Claim Comment:</b>	As per TSB 2080567/2		

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.

When performing the combined software update, time stamps are not required for billing under warranty. You are therefore permitted to work on other vehicles at the same time. The combined software update can also be performed by non-productive personnel.

## Additional Information

All part and service references provided in this TSB (**2080567**) 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.

©2026 Audi of America, LLC / Audi Canada Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.