



Technical Service Bulletin

96 High beam assist or traffic sign detection limited, DTC C12B3FD stored in the driver assist systems control module

96 20 49 2059201/1 April 9, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2020	All	With multifunction camera
A6, A7, A8, Q8, and Audi e-tron quattro	2019 - 2020	All	With multifunction camera

Condition

Customer states:

The following messages appear in the instrument cluster, mostly right after the vehicle is started:

- “High beam assist currently not available. Camera view restricted because of environmental factors”.

And/or

- “Traffic sign detection: currently not available. Camera view restricted because of environmental factors”.

Workshop findings:

The following DTC may be stored in the front camera for driver assist systems control module, J1121 (address word 00A5):

- **DTC C12B3FD** (front camera for driver assist systems - temporary view restriction) with symptom code 221284.

Technical Background

If the front camera recognizes a visibility restriction for more than 77 seconds, the DTC C12B3FD with symptom code 221284 is logged and a message appears in the instrument cluster.

As soon as visibility is restored, the message disappears and the systems are available again. The DTC becomes sporadic.

For the unobstructed visibility of the camera, a heating element is installed under the cover of the front camera. The heating element is activated after engine start at low temperatures or when restricted visibility is detected or the danger of fogging up the glass exists.

Production Solution

Not applicable.



Technical Service Bulletin

Service

1. Explain to the customer how the camera heating works.

2. Ask the customers to inspect the viewing area of the front camera the next time they have this message.

The viewing area of the front camera can be fogged up both on the inside and/or on the outside (Figure 1 and 2).



Figure 1. Viewing area fogged up from outside.

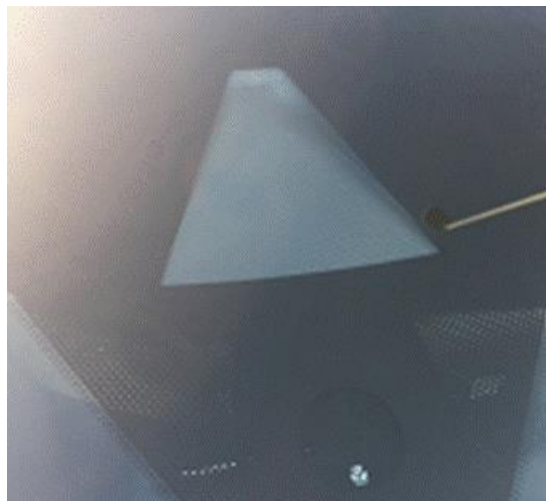


Figure 2. Viewing area fogged up from inside.

3. The customer cannot see this from the interior of the vehicle. Often it is enough to switch on the wiper system to fix the concern.
4. If the front camera is fogged up from the inside fairly often, it can help to remove its lens hood then to clean and dry the viewing area of the camera.



Technical Service Bulletin

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9638		
Damage Code:	0010		
Labor Operations:	Remove and install camera for assistance systems (lens hood)	9063 8020	See SRT
	Clean and dry windscreen	6041 0030	See SRT
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 25 TU)
	Road test prior to the service procedure	0121 0002	0 TU
	Road test after the service procedure	0121 0004	0 TU
Claim Comment:	As per TSB #2059201/1		

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 (2059201) 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.

©2020 Audi of America, 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.