Connection offline

Technical Service Bulletin Transaction No.: **2080567/3**

90 Head-up display not working, with DTC B1BE8F0 in DA 0082 Release date: Oct 2, 2026

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 Code: KS0			
			0009 - Electronic central electric			
			Software part number	**Software version**	**Hardware part number**	**Hardware version**
			*	1497	*	*
			*	1437	*	*
			*	1436	*	*

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Condition* (Updated model table) Revised *Service* (Updated work instruction) Revised *Warranty* (Updated warranty table)
2	04/29/2026	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.

The following event memory entry is logged in the head-up display (diagnostic address 0082):

- **B1BE8F0** - Video transmission log error

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 2081477.

The complaint is solved with the **target combined software version 03.10.00/C [KD2]**. This combined software package has already been rolled out. Please note that the KD package may have been superseded by a subsequent combined software update. All information about the current schedule and availability of the measure can be found in **central service information 2081477**. Please also note any changes in the warranty accounting instructions.

Warranty

The TSB number must always be noted in the “HST number” field in SAGA/2 for ease of processing.

If you are billing AUDI AG/the importer according to the warranty guidelines, please note the following accounting instructions:

Repair operations: please refer to central service information 2081477.

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9091		
Damage Code:	KD2S		
Labor Operations:	Please refer to central service information 2081477	Work for a combined software update	Please refer to central service information 2081477
Claim Comment:	As per TSB 2080567/3		

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

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.

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

The software must be updated on a control unit in this vehicle, or the software must be updated on several control units in this vehicle to ensure they function correctly in conjunction with the other control units in the vehicle. Please inform the customer about the software update in question and ask whether they or other third parties have modified the software (e.g. tuning or retrofitting involving modifications to the vehicle’s software). Please inform the customer

that this software update may neutralize previous modifications to the vehicle's software performed either by the customer or other third parties.

If the customer declines the software update, please inform them that this could lead to issues or restrictions with the use of the vehicle or individual components.

Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file

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.

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