



Connection offline

Technical Service Bulletin

Transaction No.: **2080614/1**

90 Head-up display not working, with event memory entries B2038F0 and B200009

Release date: Jan 28, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU)	2025	000000 – 098534	Head-up display
Q5, Q5 Sportback, SQ5, and SQ5 Sportback (GU)	2025	000000 – 121522	
A6 (FN)	2026	00000 – 017350	

Customer states:

The head-up display intermittently does not work.

Workshop findings:

The complaint can only be reproduced intermittently.

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

- **B2038F0**: Reference drive not possible limit switch error.

and

- **B200009**: Control module faulty, component malfunction.

Technical Background

Hardware incompatibility.

Production Solution

Improved components have been installed in series production from 01.09.2025 (production date of head-up display) onwards.

Service

Please replace the head-up display.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9091
Damage Code:	0024

Labor Operations:	Remove and install control unit for head-up display	9091 1950	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2080614/1		

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 (**2080614**) 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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