



Technical Service Bulletin

90 Top view camera does not load, DTC U104C00 stored in the data bus on board diagnostic interface

90 20 49 2047730/2 May 21, 2020. Supersedes Technical Service Bulletin Group 90 number 17-80 dated July 31, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, Q5	2018	All	With front and rear view camera system and two side cameras
A4, Q7	2017	All	With front and rear view camera system and two side cameras

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised <i>Warranty</i> (Updated Labor Operations)
1	07/31/2017	Initial publication

Customer states:

- The Top view camera does not load. Only the visual parking aid overlays on the right half of the screen are visible (Figure 1).



Figure 1. The camera image is not displayed.



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Workshop findings:

The following DTC is found in the data bus on board diagnostic interface, J533 (address word 0019):

- **DTC U104C00** (Rearview camera system control module, no communication).

Technical Background

The software needs to be updated.

Production Solution

Not applicable.

Service

1. Check DTC memory of the system via the diagnostic scan tool with Guided Fault Finding. DTC U104C00 will be stored in the data bus on board diagnostic interface, J533 (address word 0019).
2. Check the identification data of the peripheral camera control module, J928 (address word 006C). If the software part number and software version number show implausible values (Figure 2), replace the peripheral camera control module.

Address: 006C System name: 6C - Rear View Camera System Protocol versions: UDS/ISOTP

ASAM base version:	BV_CamerSysteRearViewUDS
Hardware part number:	4M0907428
Software part number:	9D??????z?
Hardware version number:	H12
Software version number:	,[@!
Build group number:	
Code:	000000
Ability to flash:	Unknown
System name:	(value not available)
ASAM 2D/ODX data set:	#???Q??>???k?^!c%@m???9:
ASAM 2D/ODX data set version:	?)??s
ASAM/ODX control module version being used:	BV_CamerSysteRearViewUDS
Equipment code:	00 00 00 00 00 00 00 00

Figure 2. Invalid software information is shown in the identification data for the peripheral camera control module.



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Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9084		
Damage Code:	0040		
Labor Operations:	ECM Top view camera replace	9084 5500 (A4, A5, A5 Cabriolet, and Q5) Or 9084 5550 (Q7 only)	See SRT
	Overhead view camera adjust	9083 1550	See SRT
	2 Side trim, luggage comp. (rear) remove + reinstall	7003 1900 (Q7 only)	See SRT
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2047730/2		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Peripheral camera control module	01



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See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
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Additional Information

All parts and service references provided in this TSB (2047730) are subject to change and/or removal.

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