



# Technical Service Bulletin

## 96 High beam assist or traffic sign detection limited, DTC C12B3FD may be stored in the DAS control module

96 24 11 2059201/8 November 20, 2024. Supersedes Technical Service Bulletin Group 69 number 23-01 dated November 15, 2023 for reasons listed below.

| Model(s)                                                              | Year                | VIN Range | Vehicle-Specific Equipment |
|-----------------------------------------------------------------------|---------------------|-----------|----------------------------|
| A6, A7, A8, and Q8                                                    | 2019 – 2025         | All       | Not Applicable             |
| e-tron                                                                | 2019<br>2021 – 2023 |           |                            |
| A6 allroad, S6, S7, S8, Q7, SQ7, SQ8, and RS Q8                       | 2020 – 2025         |           |                            |
| A8 e quattro                                                          | 2020 – 2021         |           |                            |
| e-tron Sportback                                                      | 2020 – 2023         |           |                            |
| RS 6 Avant, and RS 7                                                  | 2021 – 2025         |           |                            |
| A7 e quattro                                                          | 2021 – 2022         |           |                            |
| e-tron GT, and RS e-tron GT                                           | 2022 – 2025         |           |                            |
| Q8 e-tron, SQ8 e-tron, Q8 Sportback, e-tron, and SQ8 Sportback e-tron | 2024 - 2025         |           |                            |

## Condition

| REVISION HISTORY |            |                                         |
|------------------|------------|-----------------------------------------|
| Revision         | Date       | Purpose                                 |
| 8                | -          | Revised <i>Warranty</i> (updated times) |
| 7                | 11/15/2023 | Revised header (Added MY 2025)          |
| 6                | 04/13/2023 | Revised header (Added MY 2024)          |

### Customer states:

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



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- “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:

- For A3, a DTC may not be stored.

For all other vehicles, the following DTC may be stored in the front camera for the 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 1

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

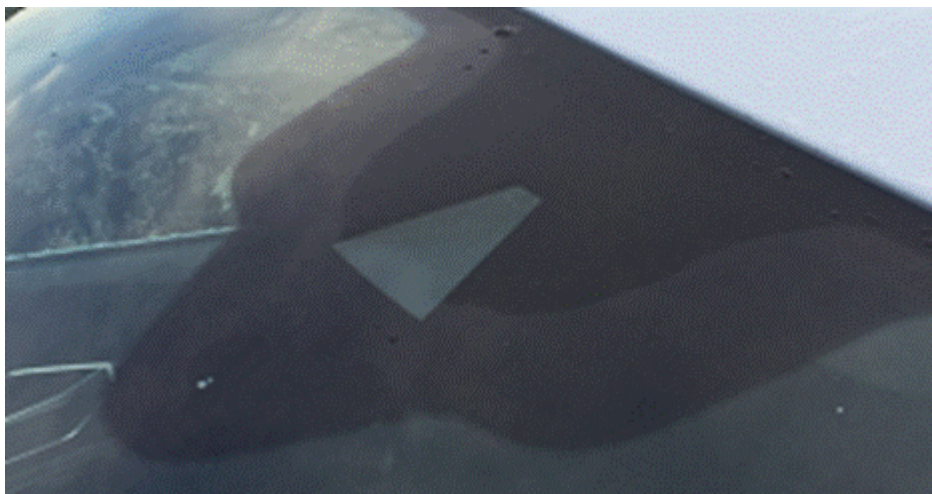
Not applicable.

## 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 the message appears.

The viewing area of the front camera can be fogged up both on the inside and/or on the





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outside (Figures 1 - 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 regularly, it can help to remove its lens hood in order to clean and dry the viewing area of the camera.

## Warranty

|                          |                                                                                                                                                  |           |                                           |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |           |                                           |
| <b>Service Number:</b>   | 9638                                                                                                                                             |           |                                           |
| <b>Damage Code:</b>      | 0010                                                                                                                                             |           |                                           |
| <b>Labor Operations:</b> | Remove and install camera for assistance systems (lens hood)                                                                                     | 9638 1999 | 20 TU                                     |
|                          | Clean and dry windscreen                                                                                                                         | 6410 2999 | Please invoice according to time required |
|                          | GFF                                                                                                                                              | 0150 0000 | Time stated on the diagnostic protocol    |



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|                       |                      |
|-----------------------|----------------------|
| <b>Claim Comment:</b> | As per TSB 2059201/8 |
|-----------------------|----------------------|

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.

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